

Quant

2023

Sustainability

Report

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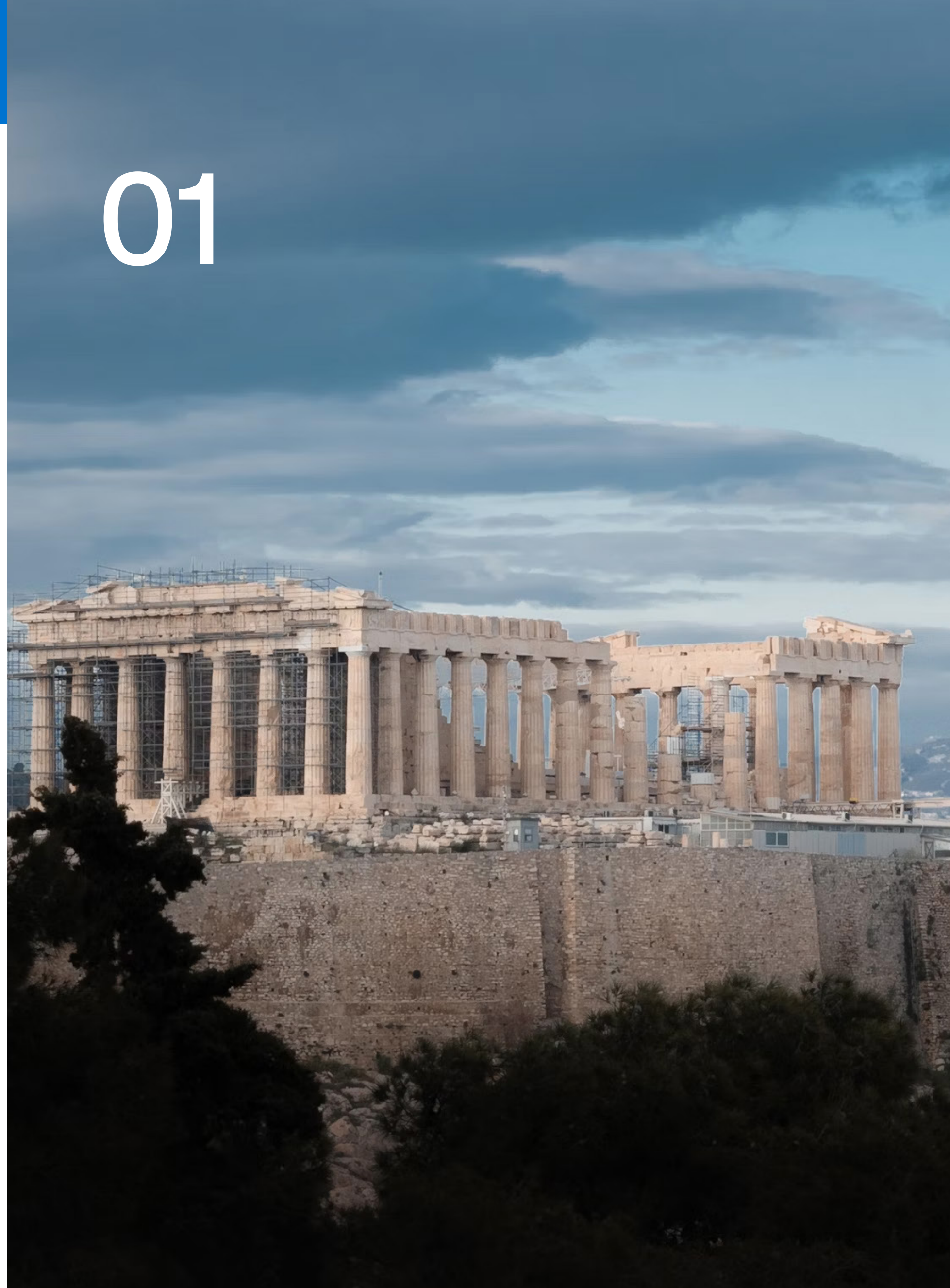
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01

Letter to Stakeholders



Letter to Stakeholders

Welcome to our first 2023 Sustainability Report, a testament to our steadfast commitment to responsible and ethical business practices in the loan servicing industry. As the servicing arm of Qualco Group, Quant is one of the largest independent servicers in Greece, with deep expertise in underwriting, servicing, designing, and providing restructuring and workout solutions across all asset classes.

In today's rapidly changing financial and technological landscape, we recognise that success is measured not only by financial performance but also by our ability to drive positive social, environmental, and governance impacts.

Our mission goes beyond managing the lifecycle of non-performing exposures. We're dedicated to delivering maximum value to the economy and contributing to the stability of the financial ecosystem. By leveraging cutting-edge technologies, we help our clients unlock value captured in non-performing exposures through comprehensive, tailored loan recovery services covering the whole spectrum of non-performing asset classes.

At the same time, our solutions support individual borrowers and businesses in overcoming financial challenges through fair, responsible settlements that reintegrate them into the socio-economic system.

We understand that strong governance is the backbone of ethical and sustainable operations. At Quant, we've strengthened our governance framework to ensure we operate with integrity, transparency, and accountability. As the only licensed servicer in Greece rated by the international rating agency Fitch Ratings, we're committed to strategic growth, business objectives, and effective portfolio management. We remain dedicated to upholding the highest ethical standards, as trust is the foundation of our relationship with stakeholders.

Despite the challenges of 2023, we made significant strides for our people. Women now represent 66.3% of our workforce, surpassing both the EU average and the Greece's national level (46.9% and 43.0% respectively¹), and the global financial sector's 42.4%²

The journey toward sustainability is ongoing, and we're eager for what the future holds, being committed to continuous improvement. Our strategy will consistently align with and advance the needs of our clients, individuals and society.

Dimokritos Amallos
Non-Executive Chairman

Nikolaos Vardaramatos
Chief Executive Officer (CEO)

¹ Eurostat Database, Employment and activity by sex and age - annual data – own calculations (<https://ec.europa.eu/eurostat/web/lfs/database>).

² World Economic Forum. Global Gender Gap Report 2023. June 2023.

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About the Report



2023 Sustainability Report

Report

Overview

Our Sustainability Report outlines the Environmental, Social, and Governance (ESG) impacts of our business activities in the 2023 financial year (1 January to 31 December).

It provides a comprehensive overview of how Quant creates long-lasting, sustainable value for its stakeholders and society.

The report follows the internationally recognised Global Reporting Initiative (GRI) Consolidated Set of Standards 2021 and the 2024 ESG Reporting Guide of the Athens Stock Exchange. Additionally, it references the United Nations (UN) Sustainable Development Goals (SDGs) framework to illustrate our broader impact on universally shared goals for building an inclusive, sustainable, and resilient future for people and the planet.

At Quant, we commit to providing more detailed disclosures in our next reporting cycle to offer a clearer snapshot of our annual ESG performance. If you have questions regarding the report's content, please feel free to contact:



2023 Highlights

*Salaried employees and employees paid with service fee invoices declared in the Detailed Periodic Statement (APD).

** tCO2e stands for tons (t) of carbon dioxide (CO2) equivalent (e).

Economic Value

>€9 BN

Portfolio Managed

€30.3 M

Gross Revenue

>93 %

of the loan-arrangement solutions offered are consensual

Value for our People

240

Number of Employees

66.3 %

Of women in the total workforce

11,062

Number of employee training hours

Environmental Value

1.08 Tons

Of material recycled

151 tCO2e

Total Scope 1 & 2 emissions

44,329 kWh

Total energy consumption

03



Who We Are

We help individuals and businesses to effectively manage their financial obligations, enabling their reintegration into the credit system.

At Quant, we offer sustainable and socially responsible solutions in non-performing exposures.

Our experienced team collaborates closely with borrowers, providing personalised solutions based on their true financial circumstances.

Quant Profile

With a deep knowledge of the Greek NPL market,

We enhance the investor experience by providing end-to-end debt management services. Leveraging advanced IT systems and platforms, we cover the entire debt life cycle, from underwriting, migration, and onboarding to servicing and loan operations.

Licensed by the Bank of Greece in November 2017,

Quant has since managed portfolios totalling over €15 billion for leading financial institutions and private investors, including securitised portfolios and single trades. With a proven track record in servicing secured and unsecured non-performing exposures for retail and corporate clients, we utilise our management team’s extensive industry knowledge and access to Qualco’s advanced IT infrastructure and capabilities. Currently managing approximately €9 billion across all asset classes, we remain dedicated to delivering high-quality, sustainable asset management solutions that foster resilience and trust in the debt servicing sector.



Quant is Greece’s leading independent servicer of non-performing exposures, which is non-captive by a Greek systemic bank. Our company is also the first and only servicer in the country to hold an operational rating by Fitch Ratings, underscoring our commitment to transparency, reliability, and excellence. This rating assures investors of our high servicing standards and dedication to creating sustainable value.

7+
Years

4+
Clients

€9 BN
AUM

€33 BN
Portfolio Migrated

240+
Employees

Our Value-creation Business Model

We offer custom services that meet investors' needs and borrowers' financial conditions.

We provide tailored services to meet investors' needs while aligning with borrowers' financial realities. We deliver comprehensive asset management solutions for investors across secured and unsecured non-performing exposures, drawing on Qualco's extensive expertise and cutting-edge IT infrastructure.

We're dedicated to helping borrowers overcome financial challenges through fair and responsible loan settlement solutions. Our approach prioritises balanced, mutually beneficial outcomes that promote long-term resilience for individuals and businesses, contributing to sustainable economic and societal recovery.

By harmonising the interests of investors and borrowers, we create value that supports the growth and stability of the Greek financial ecosystem.

1.1 Services for Borrowers & Businesses

We aim to empower individual borrowers and businesses to manage financial challenges through responsible, fair, and sustainable loan settlement solutions.

Focusing on mutually beneficial outcomes, we help build financial resilience beyond individual success, contributing to the sustainable recovery of the broader economy and society.

Regarding state programmes and procedures like Bridge III and the previous versions of the Bridge programme that aim to support economically vulnerable and affected borrowers, we highly value our participation and cooperation with the borrower for the programme's success to the best of its ability.

Given the possibilities and imperfections of the respective electronic platforms, we have successfully entered into a large number of cases involving the numerous legislatively provided debt restructuring procedures.

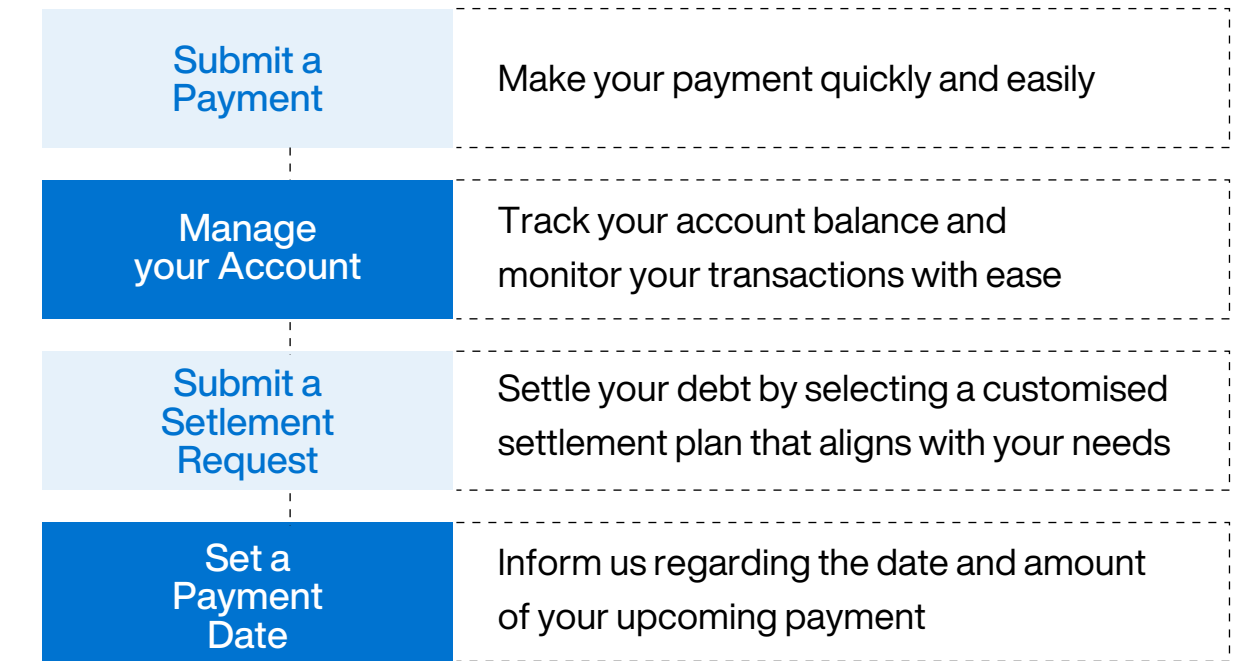
In this direction, Quant has embraced and largely contributed to the conclusion of many applications of natural and legal persons submitted under the new insolvency code (Law 2020/4738), whether through the tool of the out-of-court debt settlement mechanism (OCW) or by using the ordinary bankruptcy procedures for individuals, small materiality bankruptcies and the vulnerable debtors' framework, or the pre-insolvency procedure of both individuals and businesses.

Individual Borrowers

We provide tailored and flexible solutions to meet the circumstances of individual borrowers, fostering a mutually beneficial relationship. We equip them with advanced digital services to access, control, and manage every stage of their obligation's lifecycle transparently, securely, and efficiently.

Our online platform enables borrowers to:

- Stay informed and track their liabilities in real time.
- Make payments free of charge using a debit card.
- Have direct access to their transaction history.
- Manage their account and update their personal details.
- Set up their future repayments.
- Submit a request for settlement based on their financial capabilities.
- Submit a contact request for immediate assistance from a Quant representative.



Businesses

We offer tailored and viable solutions to help businesses in financial distress recover and open new avenues of growth.

Guided by fairness, transparency and ethical debt collection, we evaluate each case considering each entity's financial viability and examining the following criteria:

The business' financial state

Cash flow projections

Industry-specific characteristics

General economic conditions

Relevant qualitative factors (such as guarantors' financial status and assets)

We help businesses recover through solutions such as:

- Final loan settlement through Discounted Pay-off (DPO)
- Short-term restructuring that lasts up to 2 years
- Long-term restructuring ranging from 2 to 10 years
- Consensual sale of collaterals with trusted partners
- Debt restructuring based on beneficial clauses within the current legal framework (e.g., provisions like 106β, 106βδ, Ν 2020/4738 clauses, etc.)

Code of Conduct

At Quant, we apply all principles of the Code of Conduct of Non-Performing Loans for individuals and businesses, provided by Law 2013/4224 and established by the Bank of Greece with Decision No 31.5.2021/392 of the BoG Credit and Insurance Committee as in force, to find effective and fair solutions

of the BoG Credit and Insurance Committee as in force, to find effective and fair solutions for borrowers having difficulties or unable to meet their obligations, borrowers with loans into arrears, and guarantors for loans in arrears, in cases the regulatory framework provides for this.

The Code of Conduct adopts best practices to find solutions for arranging or finalising overdue debts, considering each borrower's capacity and circumstances. You can find more information about the Code of Conduct in the link: <https://www.qquant.gr/en/code-of-conduct>

1.2 Services for Investors

We help Greek banks, financial institutions, and institutional investors unlock the value captured in non-performing loans by offering efficient, tailored end-to-end loan recovery services across various non-performing asset classes.

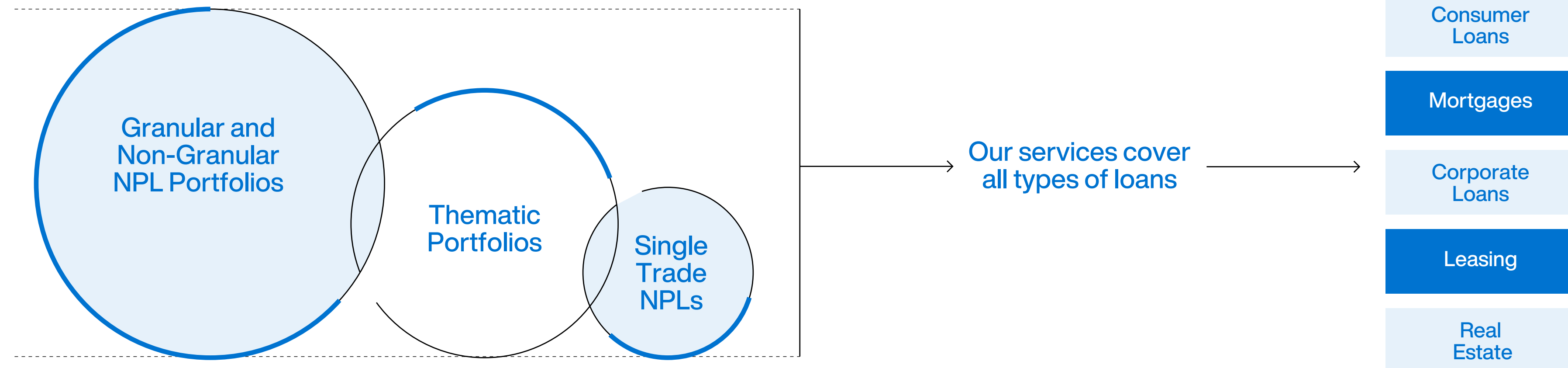
We manage over €9 bn across all asset classes, including securitised portfolios and single trades, delivering value to a diverse client base of world-class investors and financial institutions.

Our team delivers innovative, flexible, and socially responsible solutions encompassing all stages of debt management, from portfolio due diligence and strategy design to internal operations and third-party management.

Through our affiliation with Qualco S.A., a leading technology provider covering the entire collections and recoveries lifecycle, we capitalise on proprietary financial technology. Thus, our IT platform enables:

- ① Automated in-house scoring, segmentation, strategies, and channel business models
- ② Customised solutions per debtor class
- ③ Informed and timely decision-making through state-of-the-art real-time reporting and analytics to monitor and improve productivity and financial performance.

We manage any portfolio, from granular and non-granular to thematic and single-trade



Our services are divided into three key pillars:

	Transactions & Underwriting	Portfolio Servicing	Onboarding, Migration & Portfolio Operations
	Valuation and acquisition pricing of retail and asset-backed NPL portfolios	Maximum recoveries at a minimum time by utilising tools and solutions	Portfolio onboarding & loan operations and administration
Activities	<ul style="list-style-type: none"> Database analysis (sanity, integrity checks) Portfolio segmentation and stratification Portfolio Analysis and Reporting Acquisition Pricing and valuation of collaterals (REs & Non-REs) PMO & coordination of Advisors 	<ul style="list-style-type: none"> Foreclosures, bankruptcies & extrajudicial arrangement Portfolio strategy and treatment priorities (in court) consensual solutions Workout, restructurings and collateral management REO Management 	<ul style="list-style-type: none"> Migration and onboarding of electronic and physical data files Data support and enrichment Front office support Coordination and monitoring of stakeholders and third-party advisors, valuers, etc. REO management
Capabilities	<ul style="list-style-type: none"> Extensive database/ benchmarking Proprietary models and advanced analytics Advanced proprietary data intelligence technology (D3E) 	<ul style="list-style-type: none"> Extensive experience with seasoned restructuring and workout officers Established a network of DCAs and legal offices Trusted partners across the value chain of the process (RE valuations, consultants, specialised legal firms) 	<ul style="list-style-type: none"> Successful onboarding of portfolios within strict deadlines Physical onboarding and migration for loan and collateral files Proven track record in loan administration of live portfolios

Services Overview

Transactions & Underwriting

Description:

- We offer advisory services to strategic global investors relating to NPL & Real Estate transactions and securitisations within the primary and secondary market
- We perform valuation and acquisition pricing of any NPL portfolio, e.g. retail and asset-backed NPL portfolios

Portfolio Servicing

Description:

We manage any portfolio, from NPL granular and non-granular portfolios to thematic and single trades. Through various tools and solutions, we achieve maximum recoveries in a minimum time.

Onboarding, Migration & Portfolio Operations

Description:

Portfolio onboarding & loan operations and administration. We achieve fast onboarding and efficient credit, legal and loan operations.

Our Purpose, Vision Mission & Values

We're committed to sustainability and focus on fostering a healthier economy. We aim to create long-term value for our stakeholders, support responsible growth, and make a positive social impact.

Through these principles, we strive to build a resilient and sustainable future for all.

Our Purpose

To lead the way toward a healthy economy, guided by the core values that define us and shape our daily actions.

Our Vision

To build the leading independent credit management servicer in Greece.

Our Mission

To create value for our investors' clientele by efficiently implementing win-win resolutions in the credit cycle, resulting in debtors' rehabilitation in the real economy.

Our Values

Our values energise everything we do, acting as an inspiration for every decision and action we take.

- ① Client Focus
- ② Quality & Excellence
- ③ Teamwork & Integrity
- ④ Agility & Innovation
- ⑤ Passion for Results

Memberships & Ratings

Hellenic Loan Servicers Association (HLSA):

Quant is a founding association member, contributing to its mission to promote professional ethics, decency, transactional honesty, clear communication, and respect for clients' rights.

Fitch Ratings:

Quant is the only servicer in the Greek market that is rated by an international rating agency, Fitch Ratings. This distinction underscores our commitment to operational excellence and market transparency.

2019

Since our initial rating in 2019, we've consistently progressed, achieving annual upgrades from the rating agency.

2024

We received

Retail Loans	ABSS2+
Corporate Loans	CSS2+
Residential Loans	RSS2+

These ratings showcase our dedication to providing superior servicing standards across all asset classes.

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Sustainability



Creating Sustainable Value

We aim to create value for our investors and all interested parties while contributing to broader social and environmental purposes.

Supporting vulnerable customers:

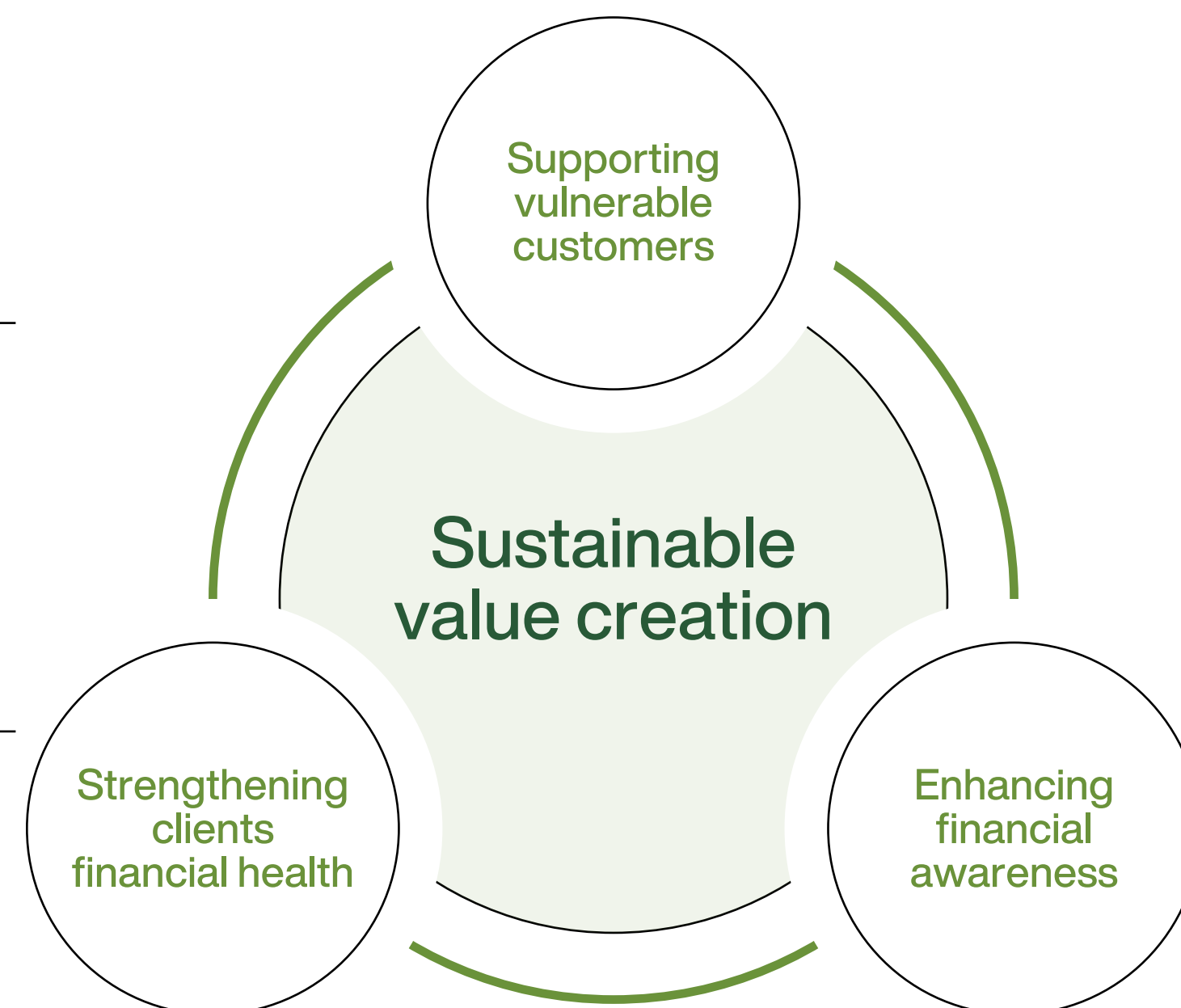
We treat borrowers fairly and provide viable solutions based on their financial position to facilitate their socio-economic reintegration.

Enhancing financial awareness:

We help our customers better understand their financial circumstances through tailored solutions for economic recovery.

Strengthening clients financial health:

Our solutions allow clients to identify vulnerable customers and offer viable plans tailored to their financial position. Thus, clients can increase revenue, drive market growth, and contribute to financial system stability.



By generating sustainable, profitable growth, we create value for our stakeholders, including employees, suppliers, business partners, shareholders, capital providers, the government, and the broader community.

The following table provides an overview of the aggregate direct economic value generated and distributed in 2023.

Economic Value Generated (amounts in €)	
Revenues ¹	30,380,814
Economic Value Generated (amounts in €)	
Operating Costs ²	28,998,782
Employee Benefits	12,536,305
Payments to Providers of Capital ³	202,075
Payments to the Government (taxes) ⁴	2,683,637
Community Investments ⁵	393,244

¹ Gross sales from products and services minus returns, discounts, and allowances plus revenues from financial investments and sales of assets.

² The cost of goods, sales and marketing expenses, and general and administrative expenses are included. Payroll expenses and employee benefits are not included.

³ Capital & interest repayments & bank charges.

⁴ Including social security.

⁵ Financial donations made by the Qualco Foundation.

Sustainability Policy, Commitments & Goals

The Group Sustainability Policy outlines our commitment to a better, more inclusive, sustainable future reflecting our principles and priorities.



To fulfil our sustainability commitments, we strive to sustain a high level of performance in all our ESG areas and achieve our ESG goals.

Our Sustainability Commitments

① We actively support the shift towards a more resilient Planet and Future, pledging to reduce any direct or indirect negative impact on the environment and climate caused by our operations.

We aim to decrease our company's carbon emissions and establish a zero-waste workplace, emphasising waste reduction and recycling.

② We commit to establishing an environment that supports ongoing growth, diversity, inclusivity and safety for our People.

We aim to build a zero-accident workplace with a diverse workforce and an inclusive culture.

③ We're committed to integrity, transparency, and accountability, adhering to all national and EU laws. We ensure ethical and responsible performance, operations and business continuity.

We aim to achieve zero incidents of non-compliance with the applicable laws and regulations. Our goal is to increase compliance culture and awareness.

④ We commit to creating social value by maximising positive impacts and minimising potential adverse effects on society. We support sustainable business practices and collaborate with all stakeholders.

We aim to allocate funds to impactful CSR-related projects that promote equal opportunities. At the same time, we pledge to create a sustainable and ethical supply chain through responsible sourcing practices.

Our Sustainability Goals

This approach helps them build strong relationships with our customers and investment partners, which is essential for sustainable and profitable business growth.

To achieve this, we've adopted a comprehensive strategy that addresses career, financial, physical, mental, emotional, and community well-being.

Environment

1%^{in 2024}

Reduce energy consumption by 1% in 2024, as compared with 2023

This goal is referred to the share of the electricity consumption that can be potentially affected by our employees.

10%^{in 2024}

Reduce paper consumption by 10% in 2024 as compared with 2023

Society

0%

Zero-accident in the workplace in 2024

40%

Women's share in the total workforce is consistently above 40%

93%

Maintain the percentage of loan- arrangement solutions achieved through amicable solutions above 93% of total solutions

Governance

0%

Zero corruption and bribery cases in 2024

0%

Zero data breach & cybersecurity incidents in 2024

Stakeholder Engagement



We actively engage stakeholders, valuing their feedback to understand our key impacts, risks, & opportunities.

Stakeholder Group	Communications Channels	Areas of Interests
Employees	<ul style="list-style-type: none"> - Workplace platform - Newsletters - Sustainability report - Social media 	<ul style="list-style-type: none"> - Health, safety & well-being - Training & development - Equal opportunities & fair employment - Internal dialogue - Compensation Protection of human rights - Data privacy & security
Clients Investors/investment companies, banks, other financial-sector companies	<ul style="list-style-type: none"> - Meetings & topical events - Participation in investment forums - Internal reports & newsletters 	<ul style="list-style-type: none"> - Corporate website - Social media - Press release - Sustainability report - Financial performance - Corporate governance - Fair business practices - Customer satisfaction - Innovation & technology - Data privacy & security - Regulatory compliance - ESG performance
Capital Providers Shareholders, debt providers	<ul style="list-style-type: none"> - Shareholder general meetings - Participation in investment forums - Financial statements - Sustainability report - Press release 	<ul style="list-style-type: none"> - Financial performance - Corporate governance - Fair business practices - Regulatory compliance - ESG performance
Suppliers	<ul style="list-style-type: none"> - Meetings (phone, email, in-person) - Corporate website - Social media - Inspections/evaluations - Sustainability report 	<ul style="list-style-type: none"> - Emergency preparedness - Consistency of payments & delivery - Fair business practices - Responsible procurement - Data privacy & security - Regulatory compliance - ESG performance
Business Partners & Subcontractors Law offices, debt collection companies	<ul style="list-style-type: none"> - Meetings (phone, email, in-person) - Corporate website - Social media - Inspections & evaluations - Sustainability report 	<ul style="list-style-type: none"> - Consistency delivery of services - Fair business practices - Data privacy & security - Regulatory compliance
Regulatory & Government Bodies Regulators, supervising authorities & bodies	<ul style="list-style-type: none"> - Dedicated meetings & reports - Periodic reviews - Financial statements - Sustainability report 	<ul style="list-style-type: none"> - Fair business practices - Regulatory compliance - Corporate governance - Data privacy & security
Industry Analysts & Business Association Rating companies, investment analysts, the press, policymakers, industry associations	<ul style="list-style-type: none"> - Direct communication - Dedicated meetings & conferences - Corporate website 	<ul style="list-style-type: none"> - Press release - Financial report - Sustainability report - Financial performance - Fair business practices - Regulatory compliance - Corporate governance - ESG performance
Community & Social Partners NGOs, educational institutions, community organisations	<ul style="list-style-type: none"> - Corporate website - Press release - Social media - Sustainability report 	<ul style="list-style-type: none"> - Fair business practices - Social investment - Job opportunities - Support initiatives & actions - Financial inclusion

Materiality Assessment & Contribution to the SDGs

In 2024, we conducted our first Materiality Assessment to identify and prioritise key ESG topics.

Following the Global Reporting Initiative (GRI) Standards 2021, this process incorporated the concept of double materiality, as outlined by the EU Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS).

We identified 12 ESG topics that could be material and should be included in the materiality assessment. To achieve this, we examined our business environment and stakeholder expectations. At the same time, we conducted a comprehensive benchmarking analysis of loan servicing firms, financial technology companies, and banks and reviewed relevant sustainability ratings and industry-specific ESG topics.

01

Climate change & environmental responsibility

Reducing our operations' environmental footprint is a moral duty. Thus, we applied energy-efficient practices while monitoring and reducing emissions, effectively managing waste, and raising employee awareness about environmental responsibility.

02

Diversity, equity & inclusion (DEI)

Promoting diversity and ensuring that our people feel respected, valued, safe, and fully engaged at all company levels creates value by helping us retain and attract talent while enhancing performance. At the same time, a diverse and inclusive workplace drives innovation and optimises customer experiences.

03

Employee health, safety & wellbeing

In the loan servicing industry, where employees handle sensitive financial information and manage high-stress customer interactions, a strong focus on health, safety, and well-being is essential for employee satisfaction and business success.

04

Attract high-skilled employees, training & career development

Attracting highly skilled employees, providing training, and prioritising professional development improve service quality, increase operational efficiency, and help the company stay competitive and compliant. Supporting career growth also boosts employee retention and engagement.

05

Responsible & sustainable value chain

Our core supply chain, particularly business service providers, must respect the law and uphold our strong business ethics and sustainability values.

06

Contribution to local communities & the society

Contributing to local communities and society is a moral obligation and a strategic business advantage. The company can create a lasting impact on the community through financial support, community development, education, volunteerism, and cultural engagement.

07

Fair borrower treatment & responsible service provision

Treating borrowers fairly and adopting responsible debt collection practices are vital for viable loan arrangements that promote individuals' and businesses' financial recovery and social inclusion. High trust and satisfaction are key drivers of customer loyalty and a company's reputation, fostering long-term success.

08

Sound finance for clients & financial stability

Efficient loan servicing boosts revenue for investors and clients, supporting their growth and contributing to market expansion. It is also vital to the financial system's stability to ensure the smooth flow of funds throughout the loan lifecycle.

09

Corporate governance, business ethics & integrity

Strong governance structures, a commitment to ethical practices, and acting with integrity ensure the company operates transparently, meets compliance requirements, and maintains the trust of customers, regulators, and stakeholders. These principles help protect the company from legal and reputational risks while fostering sustainable business growth and customer loyalty.

10

Cybersecurity, data protection & privacy

Strong data protection policies and practices are essential, given the nature of the data collected and stored by the company (e.g., consumers' sensitive personal data). Breaches or misuse of personal data can lead to financial and reputational damage, undermine trust, and have severe consequences for individuals. Equally important is preventing any cyber-attack that could impact business operations.

11

Digital transformation & innovation

Digital transformation, cutting-edge technologies, and innovative solutions in service provision enable organisational efficiency, improved customer satisfaction, and increased market share.

12

Economic performance, financial solidity

Robust business performance enables the company to create and deliver economic value while enhancing its competitive advantage. It also increases the confidence of shareholders, investors, clients, authorities, and other stakeholder groups.



We received input from key internal and external stakeholders through a survey that helped us understand their expectations. At the same time, our top management prioritised the 12 ESG topics, considering their effects on our company's bottom line and its broader economic, environmental, and social impact.

The results are plotted on a materiality matrix showing the degree of stakeholder interest (vertical axis) and potential business impact (horizontal axis). The light grey shaded area represents the ESG topics rated highest in importance.

ESG Materiality Matrix

To further assess the impact materiality (actual and potential) of the ESG topics, we used the criteria, as suggested by the ESRS, of:

- a) Scale, scope and irremediable for negative impacts
- b) Scale and scope for positive impacts and the likelihood of the impact occurring

We also considered which impacts could affect our company's financial health and value creation (financial materiality). These results helped our top management to prioritise the most significant ESG topics for our company, considering stakeholders' expectations.

We fully acknowledge the importance of the UN Sustainable Development Goals (SDGs), which provide a common framework and language for governments and businesses to work together towards a better future. We endorse the UN Agenda 2030 and consider the 17 SDGs a vital reference point for a sustainable future. Therefore, in line with the ESG materiality assessment, our company has identified the SDGs as relevant to our business.

Our Actions

Energy-efficient practices that reduce our carbon footprint.



Gradual transition to a zero-waste workplace.



Support employee health, safety & well-being, especially promoting mental health.



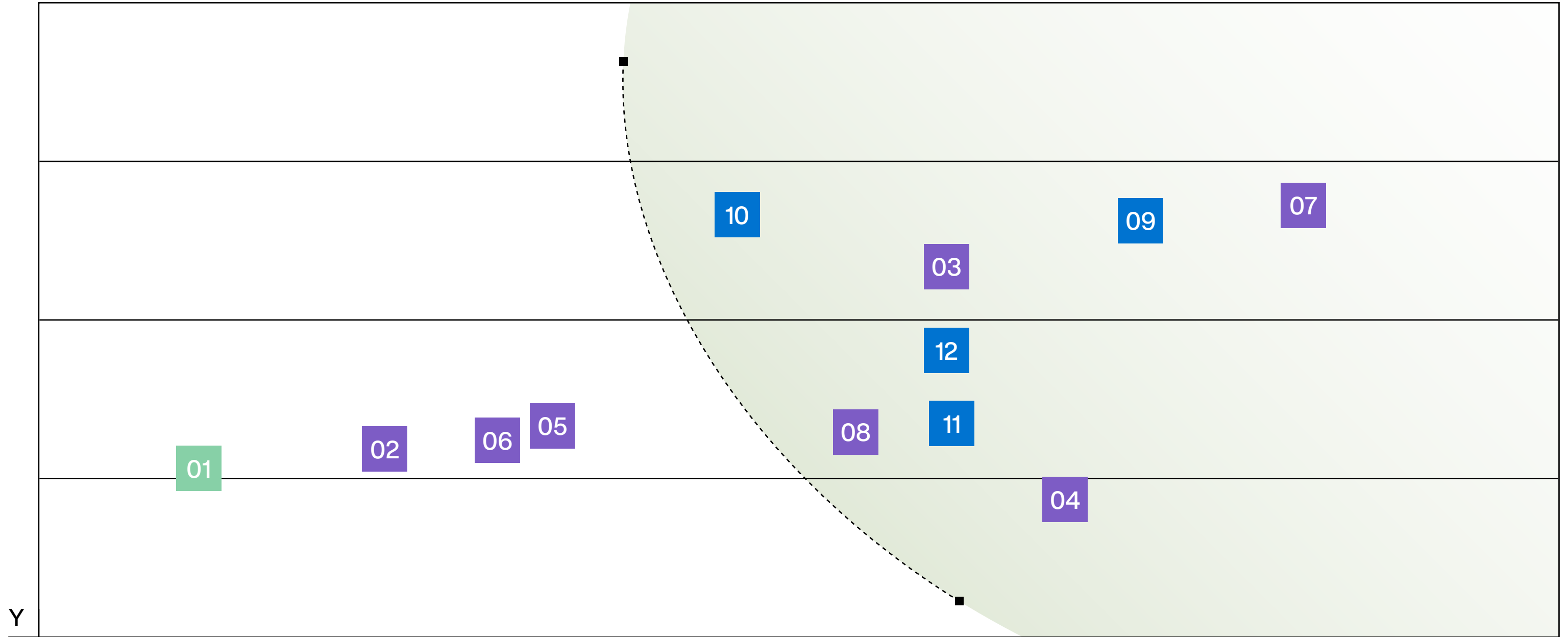
Support individual borrowers and businesses in managing their financial challenges effectively through responsible and fair loan settlements, reintegrating them into the socio-economic system.



Allocate funds to impactful CSR-related projects that promote equal opportunities and inclusion.



Our Contribution to SDGs



X = Importance to Stakeholders
Y = Business Impact

- Environment
- Society
- Economic

01 Climate change & environmental responsibility	02 Diversity, equity & inclusion (DEI)	03 Employee health, safety & wellbeing	04 Attract high-skilled employees, training & career development	05 Responsible & sustainable value chain	06 Contribution to local communities & the society
07 Fair borrower treatment & responsible service provision	08 Sound finance for clients & financial stability	09 Corporate governance, business ethics & integrity	10 Cybersecurity, data protection & privacy	11 Digital transformation & innovation	12 Economic performance, financial solidity

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The Environment

We commit to reducing our environmental footprint and promoting sustainability across our operations.

Our Approach

Our Group Environmental & Energy Policy ensures full compliance with all environmental laws and regulations. Beyond compliance, we set ambitious goals to reduce our environmental impact.

That system helps us :

- 1 | Identify and manage key environmental impacts
- 2 | Use resources efficiently
- 3 | Reduce waste and minimise pollution
- 4 | Continuously improve environmental performance

In 2022, we also received ISO 50001:2018 certification for our Energy Management System, underscoring our dedication to energy efficiency by setting clear targets and implementing effective practices.

Energy Efficiency & Carbon Footprint Monitoring



Reducing our carbon footprint is a key priority. Thus, we've implemented energy-saving measures across our facilities, including:

01

LED lighting for energy savings and enhanced safety

02

Advanced A/C VRV systems with inverter technology for reduced energy use and better indoor air quality

03

Daily monitoring of lighting and air-conditioning usage

04

Innovative film-laminated glass can be used in building facades for energy savings, UV protection, and noise reduction

05

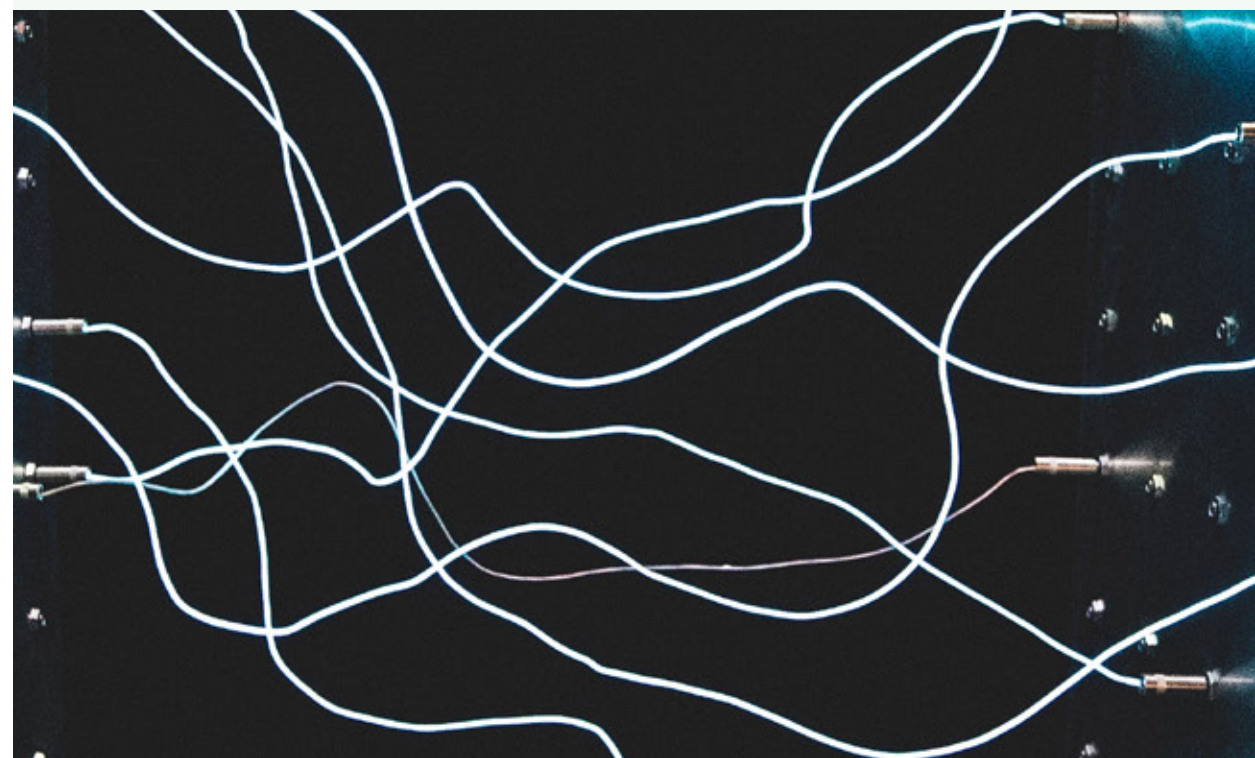
Presence sensors in common areas like bathrooms and kitchenettes to optimise energy use

Energy Efficiency & Carbon Footprint Monitoring

We monitor energy use and measure our annual greenhouse gas (GHG) emissions across three scopes: direct emissions (Scope 1), purchased energy (Scope 2), and value chain-related sources (Scope 3).

In 2023, our total energy consumption was

44,329 kWh



Scope 1

direct GHG emissions were 16 tCO₂e, mainly from using natural gas to heat some of our buildings

16 tCO₂e

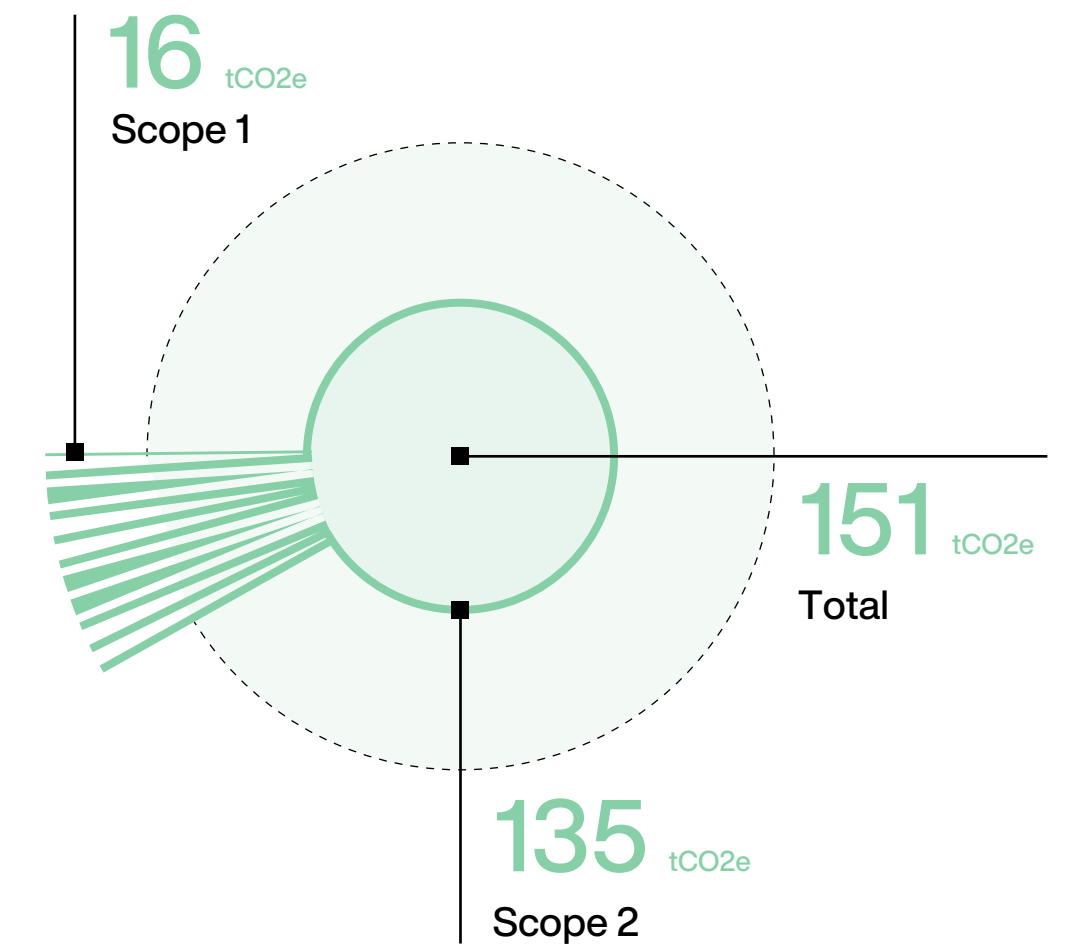
Scope 2

indirect GHG emissions were 135 tCO₂e from the electricity we purchased and consumed

135 tCO₂e

Total Scope 1 and Scope 2 emissions amounted to

151 tCO₂e

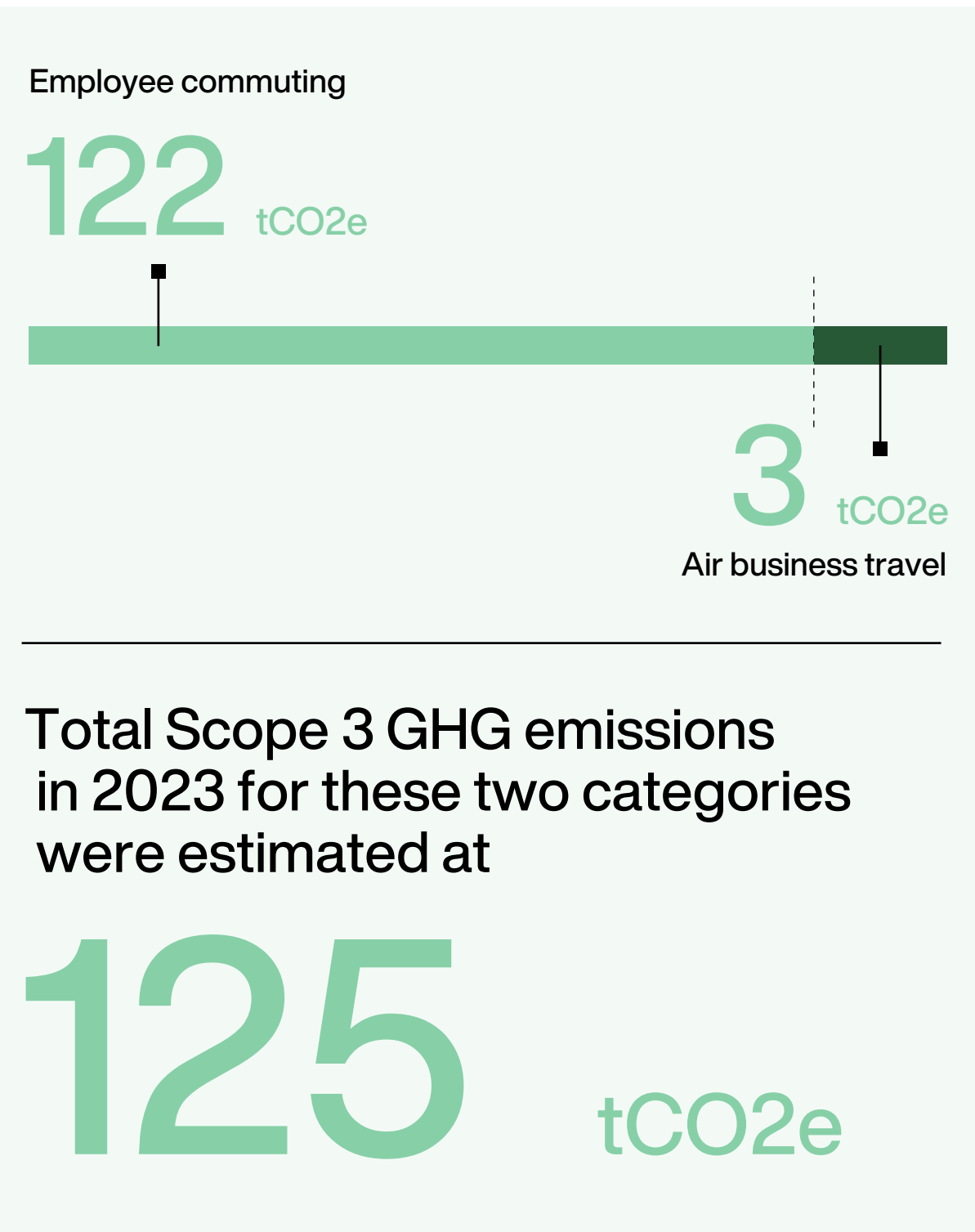


3 GHG emissions for all the three categories are measured in accordance with the GHG Protocol Corporate Standard.

4 Quant uses CO₂ emission factors according to the National Inventory Report (NIR) Greece and the Renewable Energy Sources Operator & Guarantees of Origin - Greece (DAPEEP) data for Scope 1 & Scope 2 emissions.

Energy Efficiency & Carbon Footprint Monitoring

To align with stakeholder expectations and climate goals, we measured Scope 3 emissions in two categories: employee commuting and business air travel.



Employee commuting

GHG emissions from employees' daily travel to and from work (using cars, buses, trains, bicycles, etc.) were calculated through the Gas Protocol Accounting & Reporting Standard distance-based method. To estimate these emissions, we conducted an employee survey in 2023 to gather data on commuting habits, including distance, mode of transport and vehicle type.

Based on the survey results, we calculated each transport mode's total annual commuting distance, determining passenger kilometres. We then applied relevant emission factors to estimate GHG emissions in tCO₂e for each mode. In 2023, commuting-related GHG emissions totaled approximately 122 tCO₂e.

Air business travel

Air travel for business purposes represents a key part of our Scope 3 emissions, capturing indirect greenhouse gas (GHG) emissions from flights taken by employees. These emissions include carbon dioxide (CO₂) and other GHGs emitted by aircraft engines.

Following the Greenhouse Gas Protocol distance-based method, we calculated the distance flown to each destination and applied the appropriate emission factor to estimate the emissions associated with business travel. In 2023, air business travel emissions were approximately 3 tCO₂e.

5 The UK Department for Environment, Food and Rural Affairs (DEFRA) emission factors were used to calculate Scope 3 emissions.

6 We used the Travel Emission Calculator tool, developed by Deloitte, to forecast the approximate travel-related emissions associated with Quant employees' air-business travel. (<https://www2.deloitte.com/uk/en/focus/travel-emissions-calculator.html>)

Shifting to a Zero - waste workplace

Achieving zero waste is essential to building a sustainable business & fostering a mindful community.

At Quant, our journey toward a zero-waste workplace focuses on practices that reduce or eliminate waste. Our approach is rooted in the 3Rs principles for environmental sustainability: reducing waste generation, reusing materials, and recycling any unavoidable waste.

Our key initiatives for a zero-waste workplace include the following:

- 1 Paperless processing and digital signature
- 2 Recycling
- 3 Composting
- 4 Employee education and engagement

Paperless processing and digital signature



We're mindful of our operations' environmental impact and are committed to providing efficient and eco-friendly solutions.

Thus, we've implemented a large-scale paperless office model across our operations. This includes an electronic storage document management system for approximately 1.8 million loan contracts, enabling easy access, secure sharing, and streamlined communication for multiple users.

In 2023

our customers digitally signed over 3,000 loan settlements, reducing paper waste and carbon emissions.

3,000 digitally signed

We've also launched several initiatives to reduce further our paper use:

Paper-free meeting rooms

Our collaborative spaces and meeting rooms are entirely paper-free and equipped with digital tools for more efficient and sustainable meetings.

Green printing

We use eco-friendly printing to minimise paper and ink waste. Secure printing allows us to track usage, identify patterns, and make improvements.

Zero-waste kitchen and facilities

Our office kitchens and in-house restaurant use reusable cups, cutlery and towels. We've also replaced traditional paper towels with recycled alternatives.

Recycling



We recycle solid waste, including e-waste, allowing waste materials to be converted and repurposed into new products.

This process conserves natural resources, reduces energy consumption, lowers production costs, and cuts greenhouse gas emissions.

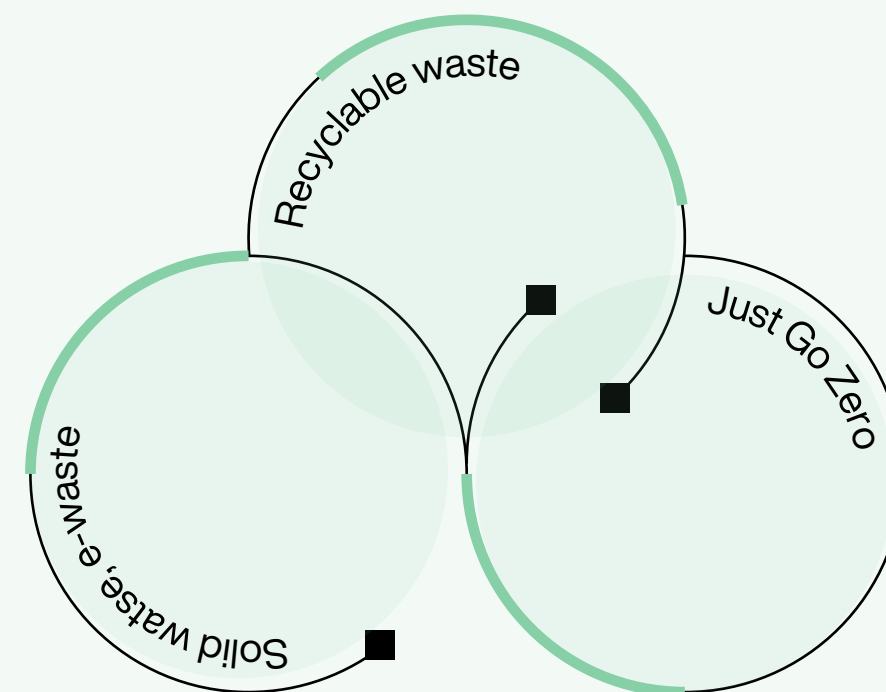
To support responsible disposal, we've set up marked recycling bins for different materials in designated areas, encouraging employees and visitors to recycle effectively.

Our partnership with Polygreen, an innovative circular economy and waste management company, ensures proper handling of recyclable waste. Through their "Just Go Zero" programme, we recycle various materials, including paper, plastic, aluminium, toner cartridges, batteries, electronics, edible oil, and food waste.

In 2023

we recycled a total of

1.1 tons of materials



Composting



Our dining facilities are equipped with compost dryers that turn food waste and coffee grounds into nutrient-rich soil enhancers.

We also run annual clothing and footwear recycling initiatives.

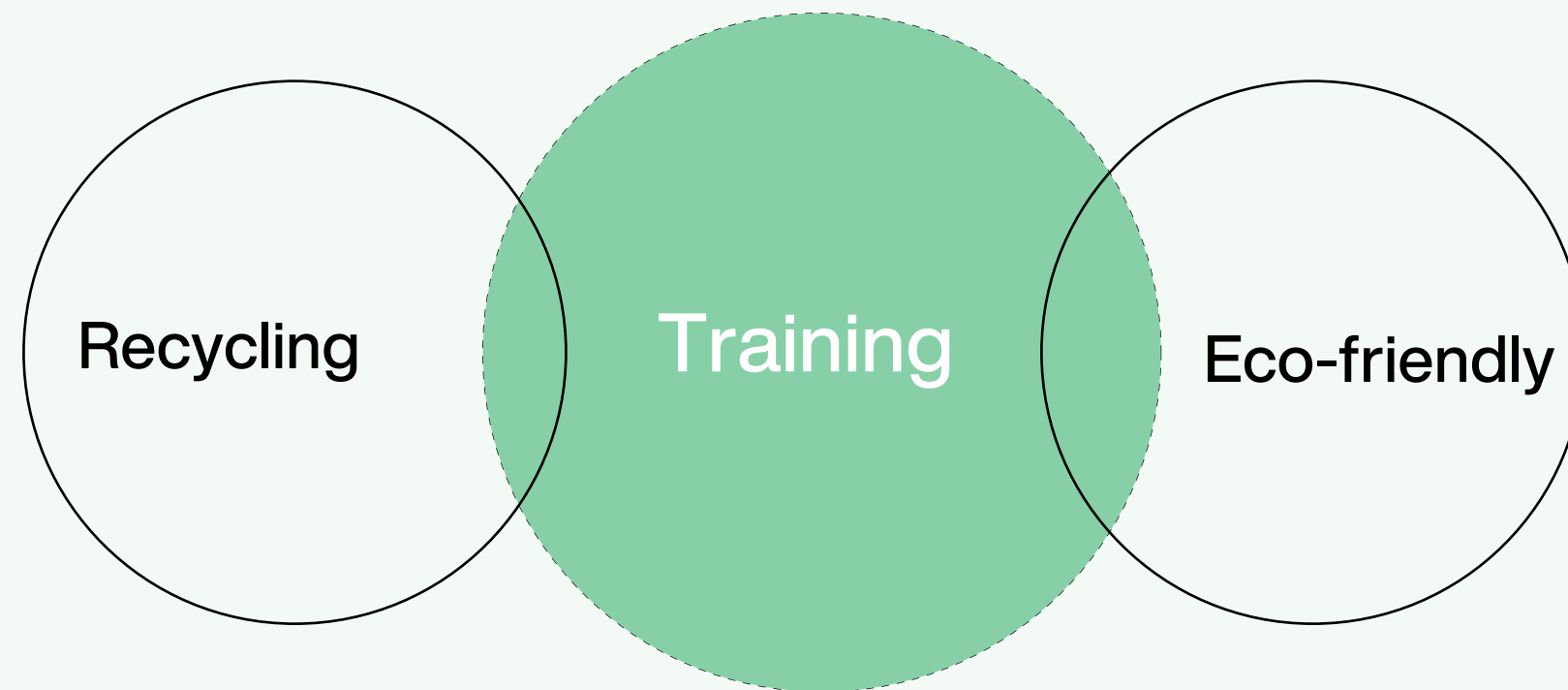


Employee education and engagement



We engage our people on environmental issues through training and awareness activities that impact our company and their communities.

Each year, we provide training on recycling and eco-friendly practices, host environmental webinars, and organise outdoor events such as reforestation projects to foster environmental responsibility.



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Society

At Quant, we're building a culture that values and motivates our people.

Our Approach

We're committed to investing continuously in our employees continuously and providing a safe, inclusive environment that supports their professional and personal growth.

To achieve this, we have adopted a holistic approach for our employees and their families, which covers career, financial, physical, mental, emotional, and community aspects. This approach aligns perfectly with our mission of innovating solutions that support individuals and businesses while driving growth.



Health, Safety & Well-being

Employee well-being is central to our business model and corporate culture, driving value creation.

We're committed to fostering a safe, healthy environment for all - employees, suppliers, contractors, and visitors - by consistently upholding the highest standards, legal requirements, and industry best practices.

Our policies and procedures, aligned with international standards, reflect these values. Our Health & Safety Policy sets guiding principles across our operations, ensuring the well-being of everyone in our company.

Through our ISO 45001:2018-certified Integrated Health & Safety Management System,

we focus on preventing workplace injuries, reducing occupational and mental health risks, and proactively enhancing our health and safety performance. Additionally, our Well-being Policy supports a comprehensive approach to people's well-being, creating a productive workplace where they can pursue personal and professional growth.

Health, Safety & Well-being

Health care benefits

All our employees and their dependent family members receive free private health care and life insurance. Additionally, we operate two onsite medical rooms, offering first aid, COVID-19 checks, and guidance on health topics, such as emergency response, general hygiene, smoking cessation, musculoskeletal health, healthy eating, and more. These medical rooms are staffed with two full-time, experienced nurses and are regularly visited by an occupational doctor.

Our health support includes:

- 1 | **Annual health assessments**
for newly hired employees, allowing individualised health monitoring, advice, and registering their medical records
- 2 | **Free access to a pathologist**
on-site for clinical exams, medical history recording, and prescriptions
- 3 | **Emergency support**
with an on-site phone line for immediate assistance and a free helpline for employees and their families to consult a doctor about health and COVID-19 concerns. During the pandemic, this line operated 7/24 and was used by nearly 120 employees.
- 4 | **On-site testing and vaccination**
including free COVID-19 and flu tests
- 5 | **Breast health checks**
with a breast surgeon for guided self-exams

In 2023

320 employee visits took place in the onsite medical rooms.

320

Health, Safety & Well-being

Personalised workplace counselling programme

All employees can access confidential, one-on-one sessions with a qualified psychologist to discuss personal or professional challenges. Our counselling service is provided free of charge on an ongoing basis, and strict measures are in place to ensure privacy and confidentiality.

Our people can schedule appointments at any time through a dedicated online platform, with the option of in-person or remote sessions. HR reviews anonymous insights from the counselling programme to identify areas for improvement and implement supportive interventions if needed.

In 2023

170 employee visits took place in the workplace counsellor.

170

Musculoskeletal examinations

We understand the importance of protecting people from work-related musculoskeletal disorders (MSD). To address this, we run an annual programme focused on diagnosing and preventing MSD, which includes ergonomics training through webinars and newsletters. Employees receive specialised guidance for further examination if any musculoskeletal issues are detected during screening.

Our in-house nurse also conducts on-site on-site visits, guiding employees on posture and musculoskeletal health. Notably, the Hellenic Institute for Safety and Health at Work recognised our musculoskeletal programme as "best practice" at the 3rd Panhellenic Conference on Health & Safety at Work (EL.IN. Y.A.E.).

In 2023

a total of 205 employees were examined for MSD.

205

Training and awareness activities

We provide clear instructions, information and training to ensure employees have the knowledge to identify hazards and work safely without health risks. Through various channels, our training and awareness activities cover fire safety and evacuation, first aid, emergency response procedures and workplace ergonomics. In 2023, we held mandatory training sessions on emergency response, including firefighting, fire and earthquake drills and first aid. To enhance our emergency teams' preparedness, we partnered with a Fire Service Officer to deliver hands-on training in fire extinguisher use across various scenarios. To further raise awareness, we organised sessions on recycling, practical seminars on road safety during World Health & Safety Day, and interactive webinars for Global Environment Day. These featured an environmentalist and a fire service lieutenant, who provided important insights on forest fire prevention and response.

In 2023

we organised 11 health and safety training sessions, corresponding to 186 hours.

186

Health, Safety & Well-being

Physical work environment & ergonomics

We're committed to creating a workplace that supports work-life balance and enhances employee satisfaction and productivity.

Our office buildings are maintained to high-quality standards, integrate state-of-the-art technology solutions, and feature robust health and safety systems.

To provide optimal working conditions, we continuously improve the aesthetics and functionality of our spaces, ensuring:

- **Physical distancing** measures to protect health and safety
- **Natural air circulation system** for good air quality and a healthier indoor environment
- **Green plants** in office spaces to enhance air quality and bring a sense of nature indoors
- **Abundant** natural lighting to create bright, comfortable workspaces that reduce reliance on artificial lighting
- **Noise reduction** elements to minimise distractions and support focus
- **Easy outdoor access**, with designated break areas and green spaces for employees to recharge during the day

Wellness in the workplace

We recognise that a well-rounded workplace wellness programme supports employees in managing stress, fostering mindfulness, and building a strong connection with our company.

On-site dining options

Our premises feature indoor and outdoor facilities, offering our people various quality food choices.

Company gym

Employees enjoy complimentary access to our on-site gym, which promotes regular physical activity and embeds fitness into our corporate culture.

Massage and salon services

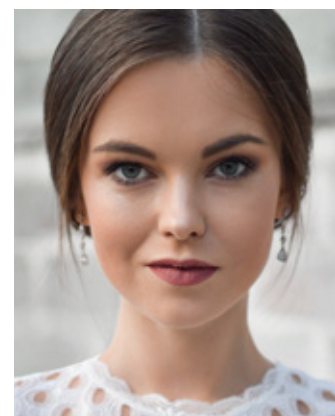
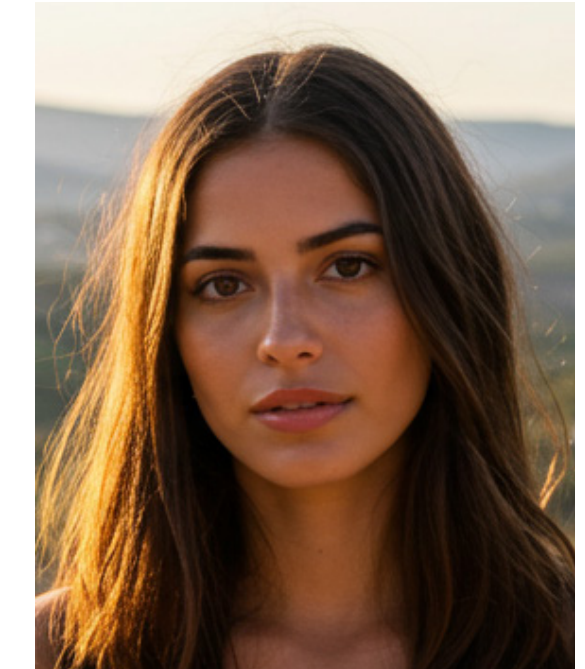
We offer on-site massage and salon services for enhanced relaxation and well-being, providing opportunities for rejuvenation and self-care.

Engagement and entertainment

We organise activities that strengthen team bonds and provide entertainment, including recreational outings, sports activities, and voluntary CSR (Corporate Social Responsibility) initiatives.

Creating a Culture of Belonging

We believe our success relies on fostering a culture of diversity, inclusion, and belonging, enabling our people to excel, and allowing talent to thrive.



Creating a Culture of Belonging

Introduced in 2023, our Group Human Rights Policy reflects our commitment to respecting human rights in line with international standards.

We ensure that human rights are protected across our operations, treating individuals fairly and without discrimination, regardless of nationality, residence, gender, ethnicity, religion, language, or any other status, in all aspects of employment - recruitment, hiring, promotion, compensation, training, development and termination.

In 2023, women made up of our workforce 66.3%, exceeding the EU average of 46.9%, Greece's 43.0% and the global financial sector's 42.4%. Women represented of new hires 67.2% and of senior and managerial positions 53.6%.

Our gender-neutral compensation structure ensures that any pay differences between male and female employees are based on factors such as education, seniority, job-specific experience and professional background.

66.3 %

of women in the total workforce

67.2 %

women's share of new hires

53.6 %

women in managerial positions

1.7 %

of foreign nationals in the total workforce

Employee Career & Development

To help our people reach their full potential, we provide the necessary resources and training to support their career advancement and assist them in setting and achieving their career goals.

In 2023, we provided 11,062 training hours, covering various topics, including health and safety, environmental awareness, business ethics, internal policies and information security.

Within these training hours are included Personal Data Protection training courses developed and held by our Compliance team as well as targeted legal training operated by our Corporate Legal team with emphasis in extra judicial and judicial dept restructuring procedures of Law 4738/2020 (OCW, pre-insolvency and insolvency procedures) and in legal procedures and measures (“legal for non-legals”)

To support this, we’ve implemented a comprehensive performance review programme aimed at:

- Aligning people with our purpose, strategy, and goals
- Promoting continuous and impactful communication
- Driving ongoing improvement
- Ensuring objective evaluations to minimise biases
- Fostering growth by building on individual strengths
- Recognising and celebrating achievements

The performance review process includes key components to ensure a fair and thorough evaluation of employees’ contributions and development needs:

- **Objectives and Key Results (OKR):** We set individual, departmental, and company-wide goals, which are reviewed through quarterly check-ins.
- **Best self-review:** Employees identify their strengths and plan their career development within our organisation.
- **Career development:** Our people follow structured personal development plans to support their career growth.
- **Holistic review:** We perform an annual comprehensive assessment of each employee’s performance.

Our training and development principles include:

- **Advanced continuous learning:** We offer programmes to enhance our people’s skills and knowledge.
- **Employee accountability:** Employees manage their learning plans and contribute to organisational value.
- **Alignment with strategy and values:** Our training programmes are aligned with our overall strategy, values, and business objectives.
- **Capitalising on internal knowledge:** We prioritise sharing knowledge and skills through structured learning programmes and day-to-day practices.
- **Equal opportunities:** We ensure equal access to learning opportunities for all employees, regardless of gender, marital and family status, religion, disability, age, or race.

Total training hours

11,062

In 2023

Employee Volunteering & Community Engagement

We've fostered a culture of shared community responsibility & a strong sense of belonging among our people.

We take pride in the growth of "Give Back," our volunteering team. Through this team, our people actively engage in charitable initiatives, community service, fundraising activities, and other volunteering opportunities. These experiences provide personal and collective growth and positively impact local communities.

Blood donation

In partnership with public hospitals, our employees donate blood annually to contribute to the Qualco Group Blood Bank.

Cooking for charity

In collaboration with the NGO Deipno Agapis ("Dinner of Love"), our volunteers cook and distribute meals to homeless people in Athens.

Medicine collection

We support the "Companies Give Meds!" campaign by GIVMED, collecting and donating boxes of medicines each year.

Supporting NGOs & fundraising

Our volunteers support various NGOs and charities that help vulnerable communities, making a significant difference to those in need. Notable NGOs include the "Cerebral Palsy/Open Door", the "Elpida Association of Friends of Children with Cancer", and the "Fainareti" (support for pregnant women, new mothers and families). Additionally, our people participate in fundraising events and charity bazaars, such as the "Open Door Run" and the "Race for Cure Greece by Alma Zois".

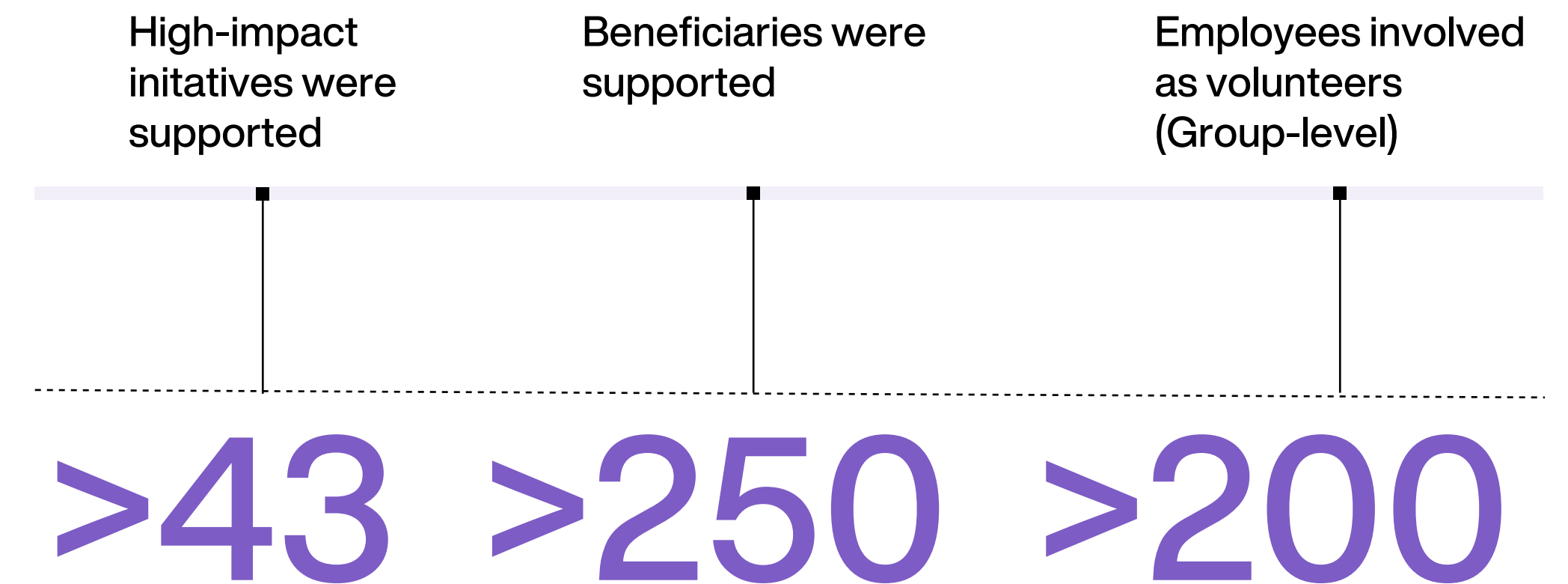
Contribution to Local Communities & the Society

We commit to supporting our communities through financial contributions, charitable initiatives, in-kind donations, and partnerships with NGOs and local organisations.

As part of the Qualco Group family, we're proud of the Qualco Foundation, established in 2021 as a non-profit organisation, which has joined the global effort to promote a sustainable future.

Qualco Foundation supports initiatives and runs programmes in collaboration with trusted community partners while focusing on the following key areas:

- 1 | Education & Science
- 2 | Culture
- 3 | Social Solidarity
- 4 | Sports



Contribution to Local Communities & the Society

In 2023, we supported various high-profile CSR initiatives:



Education & Science

Empowering digital transformation in schools:

The Qualco Foundation has provided advanced educational equipment, including desktops, projectors, 3D printers and interactive whiteboards, to support schools' digital transformation. This initiative enhances the learning experience for both students and teachers. In 2023, we helped 46 primary and secondary schools in Piraeus, the 3rd Primary Experimental School of Nea Ionia, the Art School of Gerakas and the 9th Elementary School of Alexandroupolis.

Supporting inclusive and equitable education:

We believe every bright student should have access to quality education, regardless of financial constraints. In 2023, we continued to support two exceptional students with full scholarships to attend Athens College. Additionally, we enabled 22 young musicians, aged 6-13, from financially challenges families to study at the Athens Conservatoire.

Music education for children on remote islands:

We support the Music Education Programme, which provides music lessons, scholarships and free access to musical instruments for children on Koufonissi island. In collaboration with the Classical Music Festival, Athens State Orchestra, and the Ministry of Culture and Sports, this programme benefited 18 children in 2023.

Supporting the prom racing team at the National Technical University of Athens:

We assist the Prom racing team, which builds a Formula racing car and participates in international competitions. In 2023, the team presented its new electric and autonomous vehicle at an event in the School of Architecture's Averoff Building.

Contribution to Local Communities & the Society

In 2023, we supported various high-profile CSR initiatives:



Social Solidarity

Qualco Foundation has partnered with reputable NGOs to support initiatives on health, poverty alleviation and disaster recovery. In 2023, we contributed to the following efforts:

“Open Door / Cerebral Palsy Greece”:

Providing services to individuals with cerebral palsy, focusing on inclusion and development through programmes like the Psychomotor Development Group.

“Accessible Limitless Living”:

Supporting visually impaired individuals in Xanthi with mobility aids and equipment, benefiting 100 people.

The International Red Cross:

Providing aid to those affected by the earthquake in Syria.

“Karkinaki”:

Supporting children with cancer through psychoeducational programmes.

“Floga – Parents’ Association of Children with Cancer”:

Assisting children with cancer and their families.

The Hellenic Heart-Lung Transplant Association “Skytalli”:

Helping transplant recipients and raising awareness about organ donation. In 2023, we facilitated health insurance for charity members through Ethniki Insurance.

“Zoodohos Pigi”:

Supporting individuals with autism and learning difficulties and their families.

The National Transplant Organisation:

Promoting organ donation and transplantation in Greece.

“HOPEgenesis”:

Addressing birth deficit issues by donating tech equipment for a new kindergarten school on Kastellorizo island

Additionally, we continue to support GivMed, collecting medicines and health products at our premises, and Deipno Agapis, providing over 1,050 meals to the homeless in Athens.

Contribution to Local Communities & the Society

In 2023, we supported various high-profile CSR initiatives:



Culture

Empowering the Benaki Museum's digital transformation:

Our three-year donation programme supports its digital initiatives, helping it preserve its identity and resilience.

Partnering with the Museum of Cycladic Art to promote cultural heritage:

We continued supporting the International Kids' Art Contest, which celebrated its 10th anniversary under the theme "The Human Being at the Center". We also endorsed the "Cycladic Identity" programme, which fosters projects to safeguard and benefit local heritage and communities.

Paying tribute to Yiannis Moralis:

We supported the "Society for the Study, Research, and Promotion of Modern Greek Art – Yannis Moralis Studio" by organising a music event in Aegina, featuring jazz pianist Dimitris Kalantzis and a presentation of Manos Hadjidakis' jazz adaptation.

Supporting the Molyvos Music Festival:

We sponsored the 9th International Molyvos Music Festival, held in August 2023, celebrating the theme of "Symbiosis" and highlighting the harmonious coexistence of humans and nature.

Endorsing the World Human Forum and "Alpha Mission Delos" project:

We supported the "Alpha Mission Delos", aimed at raising awareness about the ecological and social crises by blending mythology, the arts, and space technology.

Preserving Greek musical heritage:

We supported the newly established Institute of Hellenic Music Heritage, dedicated to preserving and promoting Greek music from antiquity to today.

Contribution to Local Communities & the Society

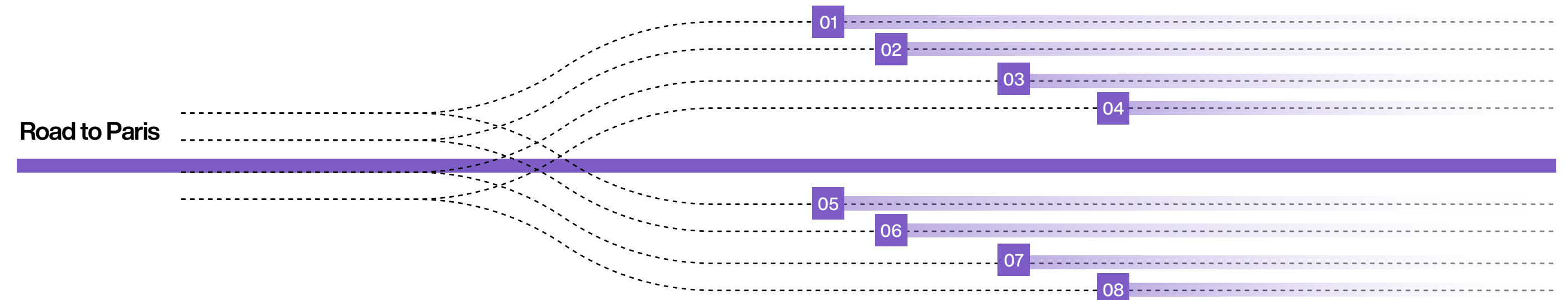
In 2023, we supported various high-profile CSR initiatives:



Sports

Supporting athletes for the 2024 Paris Olympics:

We introduced the “Road to Paris” initiative to support eight athletes training for the Paris 2024 Olympic Games, alongside our sponsorship of the Hellenic Olympic Committee.



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Governance & Ethics

We pledge to promote integrity, transparency and accountability across our operations.

Through core policies, procedures, and activities, we conduct our business by legislation and the highest ethical standards.

Corporate Governance

In line with Greek legislation and regulatory framework, we follow internationally recognised corporate governance practices to ensure the effective and fair servicing of claims on loans and credits.

Quant has been licensed by the Bank of Greece under Resolutions no. 247/14.11.2017 and 505/28.06.2024 of the Credit and Insurance Committee, by Greek Laws no 4354/2015 and 5072/2023, as well as the Bank of Greece Executive Committee Acts no. 118/19.5.2017 and 225/30.01.2024, as applicable. Our company acts on behalf of credit institutions, credit purchasers and financial institutions, managing claims for individuals and businesses of credit institutions legally established in Greece and the EU.

The Corporate Governance Code outlines principles and practices that guide the company’s operations and administration and safeguard the interests of all stakeholders.

It defines the relationships between management, the board, shareholders and stakeholders, providing the framework through which the company is directed, its objectives are set, and the processes for achieving and evaluating those objectives are established.

Our Corporate governance framework is embodied in our Code of Corporate Governance (“Code”) and guided by four principles that shape our approach to governance:

- 1 | Responsibility
- 2 | Accountability
- 3 | Fairness
- 4 | Transparency

At the same time, it determines the assignment of tasks and establishes the following:

- Board of Directors
- Committees
- Code of Ethics and Standards of Professional Conduct, as well as several internal policies and procedures
- An Internal Audit System that ensures our efficiency, reliability and compliance with the legal and regulatory framework
- External Auditors

Information Disclosure, Transparency Financial & Operational Reporting

Accountability, transparency, and openness form the foundation of effective corporate governance, enabling informed decision-making by shareholders, stakeholders, and potential investors regarding capital allocation, corporate transactions and financial performance.

The company achieves these principles by implementing measures that ensure activities and services are conducted transparently and are accessible to all stakeholders.

We engage stakeholders in our decision-making process, ensuring openness and visibility. We also prioritise timely and accurate information disclosure to the media, supporting clear communication to the public.

In engaging stakeholders, we aim to empower through capacity development and to ground advocacy in evidence and the perspectives of those affected. Our communication efforts create ongoing opportunities for dialogue, fostering a collaborative approach to development.

The Policy guidelines are as follows:

- | | |
|--|---|
| 1 Disclose corporate governance information equitably, ensuring accuracy, clarity, and relevance | 4 Streamline media access to the company |
| 2 Communicate information quickly and consistently | 5 Foster strong media relationships through activities that provide accurate, firsthand information |
| 3 Facilitate media engagement with high-ranking executives | |

Our commitment to transparency and accountability is reflected in:

- | | |
|---|---|
| 1 Clearly defined strategic goals, strategies and related programme activities | 4 Comprehensive consideration of relevant information, practising care and due diligence in decision-making |
| 2 An emphasis on continuous learning and iteration to sustain long-term performance | 5 Policies governing the disclosure of conflicts of interest, both individual and organisational |
| 3 Effective governance bodies with clear mandates, roles and responsibilities, operating within established decision-making protocols and focusing on results | |

Leadership

Our leadership team drives our strategy, demonstrating a clear commitment to our company's vision.

Our Board of Directors provides strategic guidance, defines our direction and oversees executive management to ensure our company's success. In line with the Chart of Authorities, the Board comprises seven non-executive members who shareholders approve. Three Board members hold executive roles (CEO, Deputy CEO, Chief Servicing Officer), two are non-executive representatives of our sole shareholder, and two are independent members.

We're committed to ensuring the Board has the knowledge, skills, and experience to understand and manage our operations thoroughly. This includes a strong grasp of our business model, risk appetite, actual risk profile, sustainability matters, and the nature and scope of our activities. Accordingly, our board members bring expertise from banking, industrial, and consultancy industries across Greece and Central and South-Eastern Europe.

The non-executive Board members work to protect shareholders' interests and support strategic development through constructive oversight. They provide reports and statements to the annual and extraordinary General Meetings individually or collectively as needed. We maintain a clear separation of roles between the CEO and the Board Chairman.

Our executives are recognised professionals with expertise in loan servicing, restructuring, risk management, and investment banking from leading Greek financial institutions.

Board of Directors		
Non-Executive	Dimokritos Amallos	Non-Executive Chairman
	Nikolaos Vardaramatos	Chief Executive Officer (CEO)
Executive	Theodore Mathikolonis	Deputy CEO
	Frixos Ioannidis	Chief Servicing Officer
Non-Executive	Spyridon Retzekas	Non-Executive Director
Independent	Anthony Ioannidis	Independent Director
	Charalampos Siganos	Independent Director

Short CVs of Quant's board members

Dimokritos Amallos Non-Executive Chairman	Nikos Vardaramatos Chief Executive Officer (CEO)	Theodore Mathikolonis Deputy CEO	Frixos Ioannidis Chief Servicing Officer	Spyridon Retzekas Non-Executive Director	Anthony Ioannidis Independent Director	Charalampos Siganos Independent Director
<p>Since 2017, Mr Amallos has been the Chairman of the Quant board of Directors. Over his career, he has held leadership roles as a partner and board member in several major companies, including Hellenic Petroleum and Singular. He holds a Master of Philosophy in Economics from the University of Cambridge and a Bachelor of Economics from the University of Athens.</p>	<p>Mr Vardaramatos is the CEO of Quant. With 24 years of experience, he specialises in debt portfolio management, operational design, and managing third-party networks. Before joining the Group, he held senior roles at Intracom Armenia and Eurobank. He has a diploma in Electrical Engineering from the Democritus University of Thrace and an MBA in Engineering Management from the City University of London.</p>	<p>Mr Mathikolonis has more than 16 years of experience in consultancy services, investment banking, and loan restructuring. He has held positions of responsibility at Piraeus Bank, the Investment Bank of Greece, and abroad. He has planned and executed complex transactions related to financial and operational restructurings, loan purchases, sales, and negotiations for NPL portfolios in various sectors.</p>	<p>With over 23 years of managerial experience in Greek and international banks, Mr Ioannidis led NPL management teams at Emporiki Bank and Agricultural Bank. With a deep knowledge of the Greek servicing market, he has significant experience in all Retail and SME NPL servicing aspects, including onboarding and operational setup, credit solutions, workouts, complex projects, and performance management.</p>	<p>With over 25 years of experience in the technology industry, including nearly 20 years at Qualco, Mr Retzekas leads Qualco Group's expansion and transformation efforts, focusing on global synergies and investing in new technologies. He holds a BSc in Computer Engineering from the University of Patras and an MSc in Telecommunications from the University of London.</p>	<p>Mr Ioannidis is an Assistant Professor of Management at the Department of Business Administration, Athens University of Economics and Business, Greece. He has excellent experience as a management consultant with leading consultancy firms in the United States and Greece in Telecommunications, Media, and Technology. His research interests include strategy formation, organisational design, public-private partnerships, and entrepreneurship.</p>	<p>Mr Siganos has over 25 years of experience in senior management positions and on the boards of banking institutions and asset management firms. He has served as the General Manager of Group Operations, Technology, and Organisation (COO) at Eurobank Group, Chairman and CEO of New Postal Savings Bank, Executive Vice Chairman and General Manager of Corporate and Investment Banking at Postal Savings Bank, and CEO of Alpha Asset Management.</p>

Committees

To ensure effective governance and seamless operations, we've established several committees that align our activities with our core values.



Executive Committee:

This Committee is responsible for implementing policies and strategies set by the Board, managing all operational matters and overseeing business activities across all regions. Indicatively, the Committee's duties include:

- Steering and reviewing the performance of all Company functions
- Discussing & Review Budget & Targets
- Reviewing & Monitoring Portfolio Performance and driving corrective action
- Addressing Critical HR issues and Initiatives
- Providing annual budget recommendations to the Board and its subsequent allocation within the year - review and revise
- Deciding on organisational structure and capacity requirements
- Allocating capacity between projects and portfolios
- Addressing governance and risk issues
- Providing recommendations to the Board, per the company's / Chart of Authorities. The voting members are the CEO, Deputy CEO, Strategy Executive Director, Chief Servicing Officer, Chief Operations Officer, and Business Performance Executive Director. In attendance/consultation: Head of Corporate Governance, HR Business Partner, PMO Director

The Risk Assessment Committee:

Addresses and tracks remedial actions related to operational risks. It serves as a forum for senior management to recommend the company's risk appetite framework and risk management strategies to the Board and ensure their implementation.

Portfolio Committee:

For each portfolio under our management, a dedicated committee is established to monitor progress, review and refine remedial strategies as necessary, and approve loan remediation and resolution cases that exceed specific thresholds set by the client. The committee convenes based on the unique needs of each portfolio.

Credit Committee:

The Credit Committee established remediation strategies case-by-case basis, following each portfolio's policy. It focuses on:

- High exposures, as defined by each portfolio
- Borrowers with loans in multiple portfolios under management, especially those under the protection of L.4738
- Staff loans
- Complex cases that require input beyond internal authority levels
- Borrowers, such as politically exposed persons, requiring review by a senior body

Steering/IT Committee:

The Committee supports the company's IT governance by focusing on key areas, including:

- Evaluating both short and long-term IT plans to ensure alignment with overall business goals
- Assessing IT risk analysis and management and strategies
- Reviewing and approving large-scale procurement contracts for hardware and software
- Monitoring major projects and the IT budget
- Overseeing vendor relationships, such as those related to outsourcing, to ensure alignment with the company standards

Ethical Conduct of Business & Regulatory Compliance

We're committed to ethical business practices underpinned by robust, prudent standards for managing loan and credit claims.

We prioritise consumer protection and fair treatment by complying with national regulations and the supervisory requirements set by the Bank of Greece. This includes adherence to Act No. 175/29.7.2020, which implements the European Banking Authority (EBA) Guidelines (EBA/GL/2018/06) on non-performing exposures, as well as following the Code of Conduct established under Law 4224/2013.

Regulatory Framework on Loan & Credit Management

Loan and credit claims management in Greece is governed by a strict regulatory framework established by the Greek State and overseen by the Bank of Greece in compliance with E.U. directives.

This framework includes specific legislation, notably Laws 3156/2003 and 4354/2015, which have been amended by subsequent laws, including Laws 4389/2016, 4393/2016, 4472/2017, 4643/2019, 4549/2018, 4680/2020, 4701/2020, 4799/2021, and 5072/2023, focusing on the management and transfer of non-performing loans.

Additionally, the Bank of Greece issues Acts and Decisions that also guide this area. Key examples include Act No. 175 dated July 29, 2020, which implements EBA Guidelines (EBA/GL/2018/06) on non-performing exposures; Act No. 118 dated May 19, 2017, published in Government Gazette B No. 1764 on May 22, 2017; and Act No. 225 dated January 30, 2024, which outlines the terms and conditions for granting licenses to servicers operating in Greece, published in Government Gazette B No. 813 on February 2, 2024. This Act further relates to Law 5072/2023 and the Executive Committee of the Bank of Greece.

Code of Conduct

The Code of Conduct, first issued by the Bank of Greece under Law 4224/2013 and revised in 2016 and 2021, outlines best practices for managing non-performing private debts. It specifies clear steps for borrowers, banks, and debt management companies to exchange necessary information and identify tailored solutions for each case.

Our company implements the regulatory framework through the policies and procedures provided by this framework.

Compliance Function

Our Compliance Function plays a key role in identifying, assessing and mitigating risks that arise from regulatory obligations. This involves:

- Continuously monitoring and interpreting the regulatory framework
- Tracking upcoming changes and evaluating their impact
- Taking timely measures to address deviations and safeguard our company's interests and reputation

The Head of Compliance reports administratively to the CEO and functionally to the Board of Directors.

Specifically, we aim to secure our company's compliance with the new regulatory/licensing framework of Corporate Governance and Loan and Credit Claims Management Companies (e.g., electronic platform operation, updating policies and procedures, drafting new materials, etc.). Our Compliance Function:

- Ensures timely communication and enhanced collaboration with business units regarding current and new business and compliance initiatives.
- Conducts periodic compliance checks as outlined in the Annual Compliance Programme.
- Reviews and responds to potential Board of Governors (BoG) recommendations for internal changes and updates related to the relicensing project.
- Provides periodic updates to the Board of Directors (BoD), Executive Committee (ExCo), and Risk Committee, facilitating informed decision-making.
- Makes additions to Policies and Procedures, including but not limited to Corporate Governance, Outsourcing, Remuneration, and Anti-Money Laundering (AML)

Concerning potential Third Parties- Outsourcing risks, our Compliance Function monitors, records, and suggests measures for the following:

- Outsourcing and provision policy
- Conflict of interest policy
- Effective implementation of the GDPR framework
- Efficient operation of the AML IT System and improvements in clients' AML/KYC due diligence per AML policies and fintech, cloud computing, and information security standards

Ethical Conduct of Business & Regulatory Compliance

Quant's Code of Ethics & Conduct

Our Code of Ethics & Conduct underlines our dedication to compliance and ethical business practices. Backed by policies and procedures, it aims to:

1 | Prevent money laundering and terrorist financing in compliance with the following:

- Law 4557/2018 on "Preventing and suppressing money laundering & terrorist financing and EU Directive 2015/849 and other provisions"
- Decision No 281/17.03.2009 of the Banking and Credit Committee on "prevention of the use of credit institutions and financial institutions supervised by the Bank of Greece for money laundering and terrorist financing"
- Ministerial Decision No 9747/07.04.2021 on the electronic processing of due diligence measures through the "eGov-KYC" application

2 | Protect consumers by applying the relevant legal framework:

- Law 2251/1994 on "Consumer Protection"
- Law 3758/2009 on "Debtor notification companies for overdue claims and other provisions"
- Bank of Greece Governor's Act No 501/2002 "Notification of persons trading with credit institutions on the conditions governing their transactions"
- Executive Committee Act No 157/02.04.2019 "Adoption of the guidelines of the Mixed Committee of the European Supervisory Authorities regarding the handling of complaints submitted by traders to supervised institutions."

3 | Manage conflicts of interest through the provisions of:

- Greek legislation
- The Bank of Greece Governor's Acts are issued occasionally (Conflict of Interest Policy).

4 | Promote a zero-tolerance culture for bribery and corruption,

following the provisions of the national legal and regulatory framework (Anti-Bribery and Corruption Policy).

5 | Ensure ethical third-party conduct among third parties

(Third-Party Code of Conduct).

6 | Foster fair competition and community contributions

(Ethical Trade & Fair Competition Policy).

7 | Maintain cybersecurity and ICT resilience

from EU rules and national legislation on communications, networks, and cybersecurity (NIS2) to keep pace with technology and digitisation.

8 | Protect personal data,

applying the respective laws and regulations.

9 | Advance sustainability and ESG integration,

following the developments of international best practices and the relevant legal framework at the European level (Environmental & Energy Policy, Human Rights Policy, Well-being Policy, Sustainability Policy).

Whistleblowing Policy

We maintain a secure Whistleblowing Policy to promote transparency and accountability. Specifically, our employees, contractors and stakeholders are entitled to report breaches of European laws in areas such as financial services, anti-money laundering and terrorism financing, environmental protection, public health, consumer protection, protection of privacy and personal data, and security of networked systems and information.

Reports can be submitted confidentially via written or oral communication and our secure online Whistleblowing Platform.

We handle all reports with the utmost confidentiality, ensuring personal data protection. Investigations are conducted promptly, fostering proactive and corrective measures to mitigate risks and irregularities.

This comprehensive approach reflects our dedication to ethical business conduct, regulatory compliance, and responsible corporate governance.

Risk Management, Internal Control & Internal Audits

Our Risk Management and Internal Controls team ensures a robust framework for identifying, evaluating, and continuously monitoring key operational risks.

Operating under a well-defined risk strategy, we articulate our risk appetite through qualitative statements and tolerance levels for all relevant risks, ensuring they align with our business objectives.

Our Risk Management Policy prepares us for operational and emerging risks, including regulatory and compliance changes, geopolitical challenges, technological advancements and health crises, safeguarding our operational resilience.

Information Security Function

Information and Communication Technology (ICT) is crucial for daily operations in the digital age, making cybersecurity a key component of our risk management framework. While digitalisation drives efficiency, it also heightens potential risks, emphasising the importance of the Information Security Function in safeguarding our digital assets and operational resilience.

This function works closely with the Risk Management and Internal Controls team to assess, mitigate, and monitor cyber threats across our operations. This proactive strategy enables the effective management of information and cybersecurity risks that align with our strategic goals.

The Information Security Function leverages specialised technology and processes to monitor potential threats and address emerging risks, especially as the digital landscape evolves with cloud-based systems.

Internal Audit Function

The audit function supports this approach with independent, risk-based evaluations that assess the effectiveness of our cybersecurity measures. Through clear reporting lines to the Top Management Members, internal audit ensures that cybersecurity practices align with international security standards and maintain adaptability to new risks. This collaboration between Internal Audit, Information Security, and Risk Management ensures we manage digital risks effectively.

As part of our risk management framework, we have established clear guidelines and a comprehensive strategy to address (ICT) third-party risks. Rigorous oversight and clear criteria for third-party arrangements ensure that all business partners meet our security standards. Regular training and awareness programmes also foster a security-conscious culture, equipping employees to recognise and respond to potential cyber threats.

Our internal audit function operates independently, with certified professionals reporting functionally to our Board and administratively to the CEO. This team provides objective opinions on the adequacy and effectiveness of our Internal Control System (ICS) using a risk-based approach. We adhere to the International Standards for the Professional Practice of Internal Auditing, which ensure the highest professional auditing standards.



Our Risk Management Policy prepares us for operational and emerging risks

Risk Management, Internal Control & Internal Audits

2023

Focus Areas

In 2023, our Audit team conducted engagements based on an annual risk-based plan approved by our Board. Key focus areas included:

- Corporate and retail legal services
- Loan portfolio operations
- AML & CFT monitoring and management
- Anti-Bribery and anti-corruption measures
- General Data Protection Regulation reviews

2024

Goals

Looking ahead to 2024, our Internal Audit team will focus on:

- Environmental, Social and Governance (ESG) initiatives
- Operational performance
- Risk management
- Regulatory compliance
- Information security and technology

Our team is also investing in continuous training to enhance skills and improve the effectiveness and quality of internal audit work.

Commitment to International Standards

We recognise that international certifications help us meet client expectations and comply with regulatory requirements. By maintaining Certified Management Systems, we build trust with clients and external stakeholders, reduce costs and unlock opportunities in new markets.

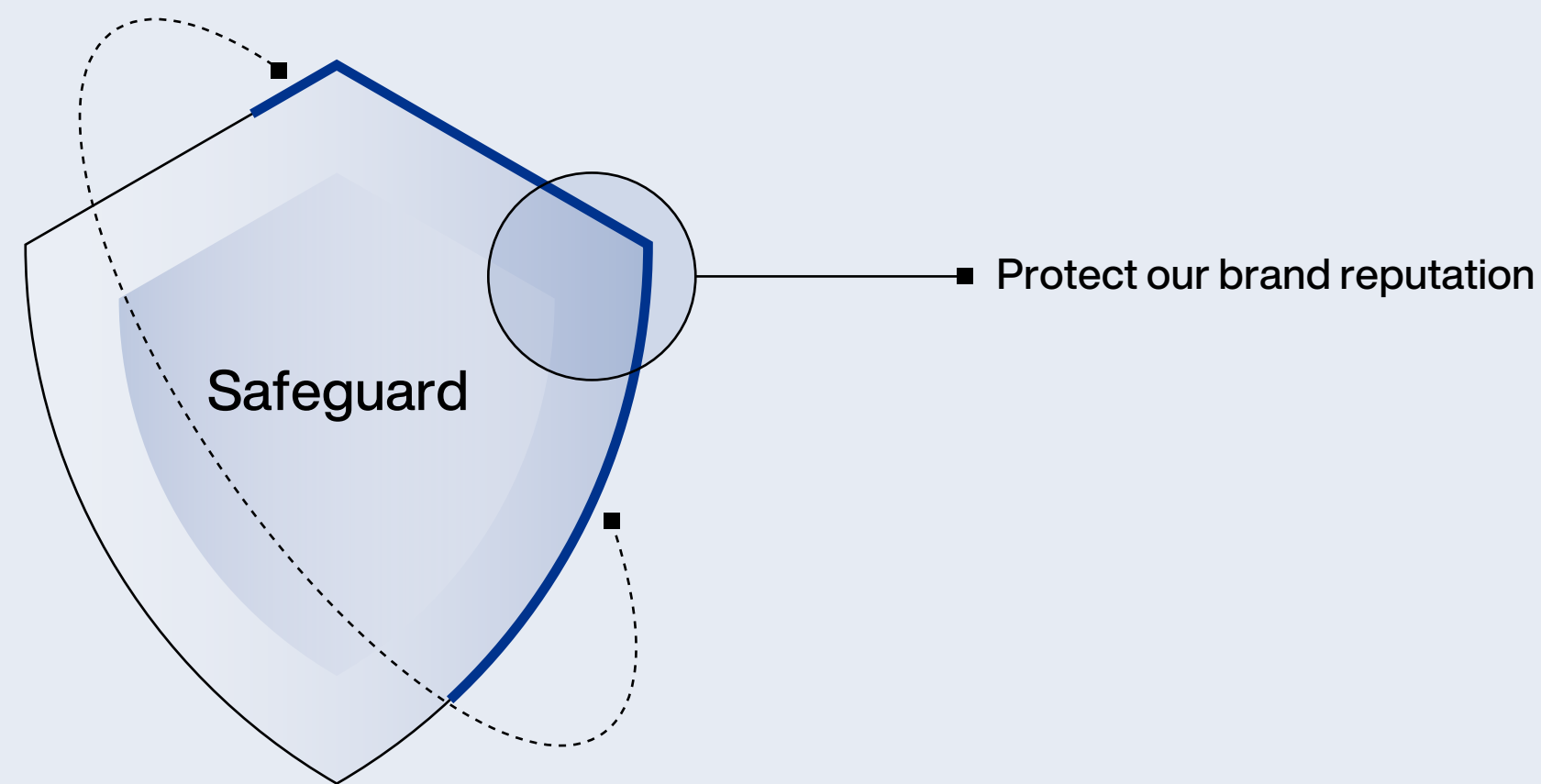
Our certifications reflect our holistic approach to operational excellence, resilience, and sustainability, including:

ISO	
ISO/IEC 27001:2013	Information security, cybersecurity and privacy protection — Information security management systems
ISO/IEC 27701:2019	Security techniques — Extension to ISO/IEC 27001 and ISO/IEC 27002 for privacy information management
ISO 14001:2015	Environmental management systems
ISO 50001	Energy management system

Business Continuity & Resilience

Our Business Continuity Management Framework is designed to ensure rapid and effective responses to disruptive events, both internal and external.

This approach minimises potential impacts on business operations, employees, customers, and other stakeholders. By maintaining uninterrupted service, we safeguard client confidence and protect our brand reputation.



Data Protection

Given the sensitive nature of our operations, we handle personal and financial data responsibly, including information from borrowers related to their property and financial standing. At the same time, we access records from sources such as TIRESIAS S.A.

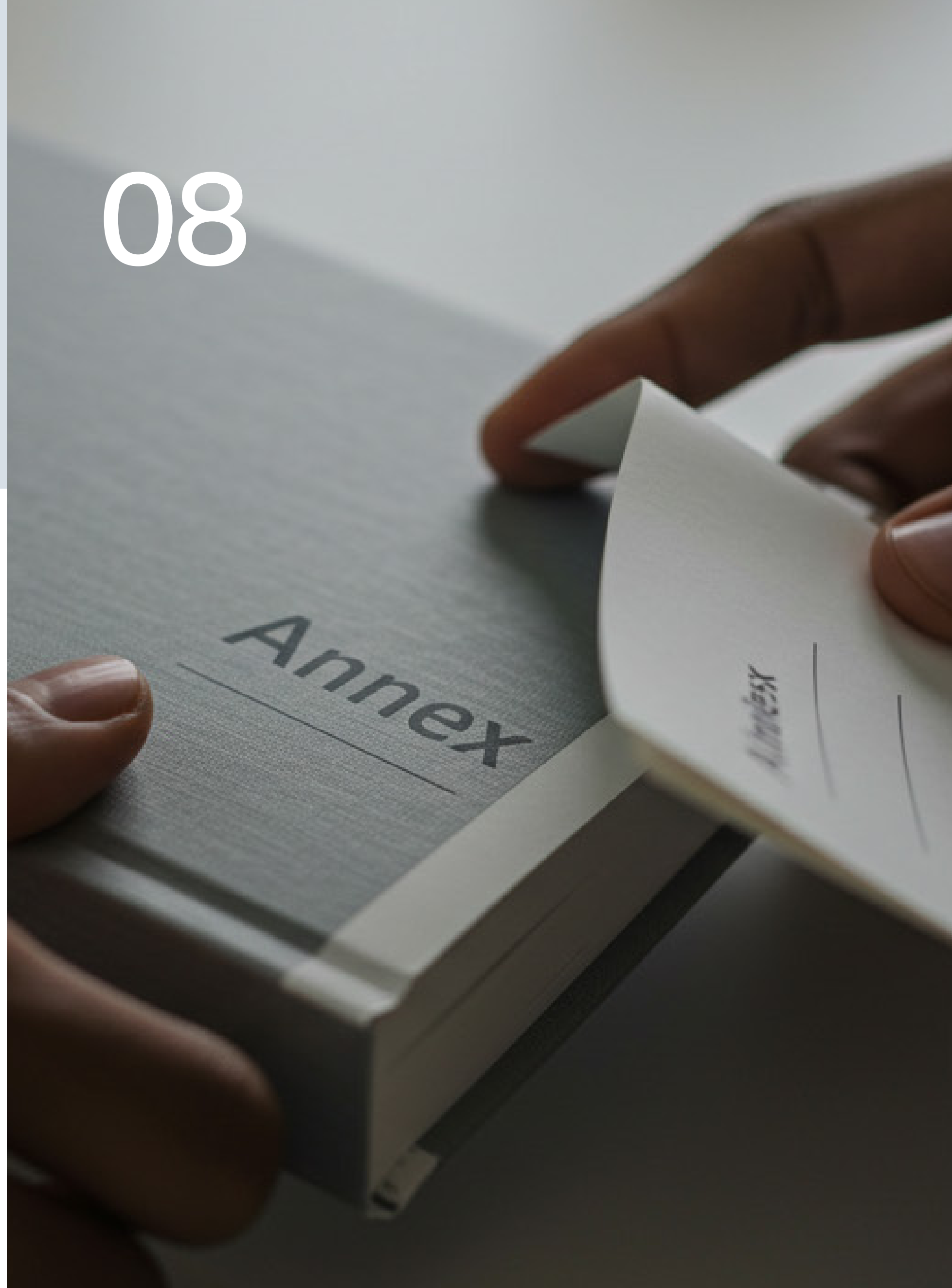
Our data protection strategy is rooted in the principles of lawfulness, fairness, and transparency, strictly adhering to:

General Data Protection Regulation of the EU 679/2016 (GDPR) Law 2019/4624

Other national and European privacy legislation

To demonstrate compliance and uphold stakeholder trust, our company is certified under ISO 27001, including its addition to ISO 27701 Privacy Information Management Systems. Privacy policies apply to all employees, third parties, alliances, and joint ventures across all jurisdictions.

08



Annex

The Personal Data Protection Policy, Cookies Policy, Terms of Use, and the procedure for exercising personal data subjects' rights collectively form the comprehensive agreement between our company and individuals regarding handling their personal data.

GRI Content Index

Quant has reported the information cited in this GRI content index from 1.1.2023 to 31.12.2023 regarding the GRI Standards.

ESG Pillar	The organisation and its reporting practices	Section	P.P
GRI 2: General Disclosures 2021	Organisational details	Who We Are	8 - 14
GRI 2: General Disclosures 2021	Entities included in the organisation's sustainability reporting	About the Report	5 - 6
GRI 2: General Disclosures 2021	Reporting period, frequency and contact point	About the Report	5 - 6
GRI 2: General Disclosures 2021	Restatements of information	-	-
GRI 2: General Disclosures 2021	External assurance	-	-

Activities & Workers		Section	P.P
GRI 2: General Disclosures 2021	Activities, value chain, and other business relationships	Who We Are	8 - 14
GRI 2: General Disclosures 2021	Employees	About the Report Society	7 37
GRI 2: General Disclosures 2021	Workers who are not employees	-	-

Strategy, Policies & Practices		Section	P.P
GRI 2: General Disclosures 2021	Statement on sustainable development strategy	Sustainability	16 - 18
GRI 2: General Disclosures 2021	Policy commitments	Sustainability	17
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GRI 2: General Disclosures 2021	Processes to remediate negative impacts	-	-
GRI 2: General Disclosures 2021	Mechanisms for seeking advice and raising concerns	Governance & Ethics	52
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GRI 2: General Disclosures 2021	Membership associations	Who We Are	14

Governance		Section	P.P
GRI 2: General Disclosures 2021	Governance structure and composition	Governance & Ethics	46, 48 - 50
GRI 2: General Disclosures 2021	Nomination and selection of the highest governance body	Governance & Ethics	48
GRI 2: General Disclosures 2021	Chair of the highest governance body	Governance & Ethics	48 - 49
GRI 2: General Disclosures 2021	Role of the highest governance body in overseeing the management of impacts	Governance & Ethics	46 - 50
GRI 2: General Disclosures 2021	Delegation of responsibility for managing impacts	Governance & Ethics	48
GRI 2: General Disclosures 2021	Role of the highest governance body in sustainability reporting	Governance & Ethics	48
GRI 2: General Disclosures 2021	Conflicts of interest	Governance & Ethics	47, 52
GRI 2: General Disclosures 2021	Communication of critical concerns	Governance & Ethics	46 - 48
GRI 2: General Disclosures 2021	Collective knowledge of the highest governance body	Governance & Ethics	48 - 49
GRI 2: General Disclosures 2021	Evaluation of the performance of the highest governance body	-	-
GRI 2: General Disclosures 2021	Remuneration policies	-	-
GRI 2: General Disclosures 2021	Process to determine the remuneration	-	-
GRI 2: General Disclosures 2021	Annual total compensation ratio	-	-

Stakeholder Engagement		Section	P.P
GRI 2: General Disclosures 2021	Approach to stakeholder engagement	Sustainability	19
GRI 2: General Disclosures 2021	Collective bargaining agreements	-	-

The Athens Stock Exchange

ESG Reporting Guide 2024

ESG Pillar	Metric Type	ID	MetricTitle	Reference
Environment	Core	C-E1	Scope 1 emissions	25 - 26
	Core	C-E2	Scope 2 emissions	24 - 26
	Core	C-E3	Energy consumption and production	23 - 25
	Advanced	A-E1	Scope 3 emissions	26
	Advanced	A-E2	Climate change risks and opportunities	20
	Advanced	A-E3	Waste management	27 - 28
	Advanced	A-E4	Effluent discharge	-
	Advanced	A-E5	Biodiversity sensitive areas	-
	Advanced	A-E6	Climate change policy	-
	Advanced	A-E7	Removals and carbon credits	-
	Advanced	A-E8	Total GHG emissions	25 - 26
Society	Core	C-S1	Stakeholder engagement	19
	Core	C-S2	Female employees	37
	Core	C-S3	Female employees in management positions	37
	Core	C-S4	Employee turnover	-
	Core	C-S5	Employee training	38
	Core	C-S6	Human rights policy	37, 52
	Core	C-S7	Collective bargaining agreements	-
	Core	C-S8	Value Chain	6 - 14
	Advanced	A-S1	Sustainable economic activity	-
	Advanced	A-S2	Employee training expenditure	-
	Advanced	A-S3	Gender pay gap	-
	Advanced	A-S4	CEO pay ratio	-
	Sectrol	SS-S6	Customer Privacy	55
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ESG Pillar	Metric Type	ID	MetricTitle	Reference
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	Core	C-G5	Business ethics policy	11, 46, 51 - 52
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	Core	C-G7	Sustainability Reporting	6
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	Advanced	A-G1	Strategy, business model and value chain	6 - 14
	Advanced	A-G2	Business ethics violations	-
	Advanced	A-G3	ESG targets	18
	Advanced	A-G4	Variable pay	-
	Advanced	A-G5	External assurance	-
	Advanced	A-G6	ESG bonds	-
	Advanced	A-G7	Integration of ESG-related performance in incentive schemes	18
	Sectrol	SS-G1	Whistleblower policy	52
	Sectrol	SS-G3	Systemic risk management	53 - 54

Metric Type: Core - Advanced - Sectrol
Reference: 2023 Quant Sustainability Report

Quant 2023 Sustainability Report

For any further assistance in regards
to following Quant's sustainability report
please keep in touch.